



Rural and Tribal Elder Justice Summit Materials

[Click here to download the Rural and Tribal Elder Justice Resource Guide.](#)

DEPARTMENT OF JUSTICE
ElderJustice
INITIATIVE

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Agenda



Day 1 – November 14, 2018

9:00 am Welcome and Opening Remarks

Master of Ceremony: Antoinette

T. Bacon, National Elder Justice Coordinator, Associate Deputy Attorney General, United States Department of Justice

Speakers:

Matthew Whitaker, Acting Attorney General, United States Department of Justice

Anne Hazlett, Assistant to the Secretary for Rural Development, United States Department of Agriculture

Lance Robertson, Assistant Secretary for Aging and Administrator, Administration for Community Living, United States Department of Health and Human Services

R. Joel Levin, Director, Chicago Regional Office, Securities and Exchange Commission

Tom Miller, Attorney General of Iowa

10:15 am Break

10:30 am Challenges and Opportunities in Rural and Tribal Communities

This panel will discuss the unique challenges and opportunities associated with addressing elder abuse in rural and tribal communities.

Moderator: Andy Mao, Coordinator, Elder Justice Initiative, Department of Justice

PANELISTS:

Larry Curley, Navajo Nation, Director of Program Development, Rehoboth McKinley Christian Health Care Services

Megan Gilligan, Assistant Professor, Department of Human Development and Family Studies, and Faculty Associate, Gerontology Program, Iowa State University

Alexis Skoufalos, Associate Dean, Strategic Development, Executive Director, Center for Population Health Innovation, Jefferson College of Population Health

Pamela B. Teaster, Professor and Director, Center for Gerontology, Virginia Tech

12:00 pm Lunch (on your own)

1:00 pm The Administration's Efforts to Help Rural and Tribal Communities Address the Opioid Epidemic

Speaker: June S. Sivilli, Division Chief, Public Health and Public Safety, Office of Policy, Research and Budget, Office of National Drug Control Policy, Executive Office of the President

1:15 pm Federal Efforts to Support Rural and Tribal Communities

This panel will highlight federal efforts to support rural and tribal communities and the impact those efforts have on the ability of local communities to combat elder abuse.

Moderator: Trent Shores, United States Attorney for the Northern District of Oklahoma, Chair of Attorney General's Advisory Committee on Native American Issues

Panelists:

Reneé Ferguson, Assistant Regional Commissioner for Management and Operations Support, Dallas Regional Office, Social Security Administration

Gregory Haledjian, Legal Advisor, Office of the Bureau Chief, Consumer and Governmental Affairs Bureau, Federal Communications Commission

Sylvia Montgomery, Program Specialist, Division of Family & Consumer Sciences, National Institute of Food and Agriculture, US Department of Agriculture

Michelle Oswald, Program Manager, Office of Minority Health, Centers for Medicare and Medicaid Services, Department of Health and Human Services

Julian Wright, Benefits Assistance Service Outreach Analyst and Minority Program Coordinator, Department of Veterans Affairs

2:45 pm Break

3:00 pm Showcasing the Strength of Rural Communities (Ballroom)

This panel will spotlight promising and innovative practices to respond to elder abuse in rural communities that build upon their inherent strength.

Moderator: Katharine Sullivan, Acting Director, Office on Violence Against Women, Department of Justice

Panelists:

Bill Benson, National Policy Advisor, National Adult Protective Services Association

William Johnson, State Resource Prosecutor for Elder and Disabled Abuse for the Prosecuting Attorneys' Council of Georgia

Sandy Markwood, Chief Executive Officer, National Association of Area Agencies on Aging

Nicole Parshall, Staff Attorney and Director of the Elder Justice Navigator Project, Center for Elder Law & Justice

Marit Anne Peterson, Program Director, Minnesota Elder Justice Center

3:00 pm Showcasing the Strength of Tribal Communities (Breakout Room)

This panel will showcase promising practices used by elder justice professionals for responding to elder abuse in tribal communities.

Moderator: Ron Parsons, United States Attorney for the District of South Dakota

Panelists:

Robert Blancato, President, Matz, Blancato and Associates, and National Coordinator, Elder Justice Coalition

Jacqueline Gray, Director, National Indigenous Elder Justice Initiative (NIEJI), Center for Rural Health, University of North Dakota School of Medicine and Health Sciences

Marcia Hall, Adult Protection Services Representative, Shoshone-Bannock Tribes, Fort Hall, Idaho

Cynthia LaCounte, Director, Office for American Indian, Alaska Native & Native Hawaiian Programs, Administration for Community Living/Administration on Aging, Department of Health and Human Services

Wilson Wewa, Senior Wellness Coordinator, Warm Springs Tribe, Oregon

4:30 pm **Money Mules and Elder Financial Exploitation**

This panel will call attention to the role that “money mules” play in facilitating elder fraud schemes and discuss a novel Department of Justice initiative to reduce their participation in such schemes.

Moderator: James Burnham, Deputy Assistant Attorney General, Consumer Protection Branch, Department of Justice

Panelists:

Gustav Eyler, Acting Director, Consumer Protection Branch, Department of Justice

Michael C. Galdo, Assistant United States Attorney, Western District of Texas

Clayton Gerber, Postal Inspector/Team Leader, DOJ Fraud Team, US Postal Inspection Service

Aaron J. Seres, Assistant Section Chief, Federal Bureau of Investigation

Monica Tait, Assistant United States Attorney, Central District of California

5:00 pm **Closing Remarks**

Speaker: R. Andrew Murray, United States Attorney for the Western District of North Carolina

6:00 pm **Tribal Talking Circle: Health Care Challenges and Solutions in Tribal Communities (Optional)**

This evening event will feature a native ceremonial Talking Circle, cultural discussion, and sharing of stories and experiences on breaking down barriers to improving health care services and supports in tribal communities. Featured speakers at the Talking Circle include:

Lauri Atcitty, Director, Area Agency on Aging, Region 8, Inter Tribal Council of Arizona, Inc.

Cynthia LaCounte, Director, Office for American Indian, Alaska Native & Native Hawaiian Programs, Administration for Community Living/Administration on Aging, Department of Health and Human Services

Susan Lynch, Senior Counsel for Elder Justice, Elder Justice Initiative, Department of Justice

9:00 am **Harnessing the Power of Technology to Respond to Elder Abuse in Rural and Tribal Communities**

This panel will explore how technology can be used to expand access to services and to enhance the ability of elder justice professionals to respond to elder abuse.

Moderator: Bryan Schroder, United States Attorney for the District of Alaska

Panelists:

Andrew Broderick, Director, Research Center, Public Health Institute

Bob Bullock, Senior Counsel, Office of Tribal Justice, Department of Justice

Jason Burnett, Co-Director, Texas Elder Abuse and Mistreatment Institute-Forensic Assessment Center Network (TEAM-FACN), The University of Texas Health Science Center at Houston

Alex Glazebrook, Director of Operations, Older Adults Technology Services

10:15 pm **Break**

10:30 am **Tools and Resources to Combat and Report Elder Financial Exploitation**

This session will showcase available tools to combat elder financial exploitation, including web modules, databases, trainings and guides.

Moderator: Matt Dummermuth, Principal Deputy Assistant Attorney General, Office of Justice Programs, Department of Justice

Panelists:

Kati Daffan, Assistant Director, Division of Marketing Practices, Federal Trade Commission

Naomi Karp, Senior Policy Analyst, Office for Older Americans, Bureau of Consumer Financial Protection

Andy Mao, Coordinator, Elder Justice Initiative, Department of Justice

Julie Schoen, Deputy Director, National Center on Elder Abuse, Keck School of Medicine at USC

11:45 am **The Path Forward**

This panel will preview future opportunities and initiatives.

Moderator: Marc Krickbaum, United States Attorney for the Southern District of Iowa

Speakers:

Nancy A. Berryhill, Acting Commissioner, Social Security Administration

Darlene Hutchinson, Director, Office for Victims of Crime, Office of Justice Programs, Department of Justice

Deborah Cox Roush, Director, Senior Corps, Corporation for National and Community Service

12:15 pm **Closing Remarks**

Speaker: Peter E. Deegan Jr., United States Attorney for the Northern District of Iowa

Day 2 – November 15, 2018 National Rural Health Day

8:45 am **Welcome and Recap**

Master of Ceremony: Marc Krickbaum, United States Attorney for the Southern District of Iowa

8:50 am **National Rural Health Day Remarks**

Speaker: Tammy Norville, Technical Assistance Director, National Organization of State Offices of Rural Health





Speaker Presentations



Challenges and Opportunities in Rural and Tribal Communities

This panel discussed the unique challenges and opportunities associated with addressing elder abuse in rural and tribal communities.

MODERATOR

Andy Mao*, Coordinator, Elder Justice Initiative, Department of Justice

PANELISTS

Larry Curley*, Navajo Nation, Director of Program Development, Rehoboth McKinley Christian Health Care Services

Megan Gilligan, Assistant Professor, Department of Human Development and Family Studies, and Faculty Associate, Gerontology Program, Iowa State University

Alexis Skoufalos, Associate Dean, Strategic Development, Executive Director, Center for Population Health Innovation, Jefferson College of Population Health

Pamela B. Teaster, Professor and Director, Center for Gerontology, Virginia Tech

** No presentation*



PANEL

Challenges and Opportunities in
Rural and Tribal Communities

PRESENTATION

Challenges and Opportunities in Rural and Tribal Communities

PRESENTER

Megan Gilligan, Ph.D.



Challenges and Opportunities in Rural and Tribal Communities

MEGAN GILLIGAN, Ph.D.

Iowa State University
Human Development and Family Studies
Gerontology Program

1

Rural Communities and Aging

- Common characteristics of the “grayest” states in the U.S.
 - Rurality
 - Greater than average life expectancies
 - Out-migration of inhabitants of small, rural communities

2

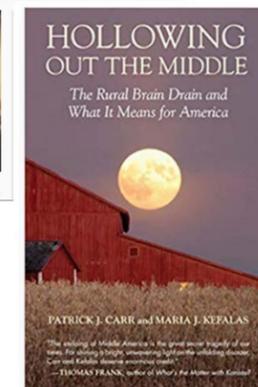
Iowa: A rural, gray state

- Individuals age 65+ account for 16.4% of the total population
- By 2050, this number is expected to increase to 19.7%

3



Iowa: Out-Migration



4

Overview

Discuss common risk and protective factors associated with elder abuse in the specific context of rural communities

- Elder abuse literature
- Iowa community-based needs assessment

5

Iowa Community-Based Needs Assessment

Conducted by Iowa State University

- Online survey of approximately 200 Iowa service providers
- Focus groups with service providers in communities who serve White, African-American and Indigenous older adults.

6

Social Cohesion

Higher levels of social support and greater embeddedness in a social network lower the risk of elder abuse

7

Social Cohesion in Rural Communities

- **Challenges:**
 - Social isolation
 - Lack of access to:
 - Physical and mental health services
 - Transportation
 - Internet and technology
- **Opportunities:**
 - Build on resources already available in rural communities

8

Later-Life Families

- Spouses and adult children provide the majority of informal care (emotional and instrumental support)
- Spouses and adult children are common perpetrators of elder abuse

9

Later-Life Families

- Increases in life expectancy have resulted in a higher prevalence of multiple generation families (i.e., three, four, or five generations of a family alive at the same time)
- Presence of adult grandchildren

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Later-Life Families in Rural Communities

- **Opportunities:**
 - More likely to have living spouses and larger number of children
 - May be more likely to have multi-generational families
- **Challenges:**
 - Rural residents are less likely than urban residents to co-reside with or have adult children living nearby
 - Families may have to make difficult choices when deciding how to best distribute limited resources across generations

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PANEL

Challenges and Opportunities in
Rural and Tribal Communities

PRESENTATION

Challenges and Opportunities in Rural and Tribal Communities

PRESENTER

Alexis Skoufalos, EdD



Jefferson College of Population Health

Rural and Tribal Elder Justice Summit Challenges and Opportunities in Rural and Tribal Communities

Alexis Skoufalos, EdD

November 14, 2018

1

ACADEMIC PROGRAMS



Jefferson College of Population Health is the **1st College of Population Health in the Country** (Established 2008)

2 On Site Programs

- PhD in Population Health Sciences
- Master of Public Health (includes dual degree options for MD, DO, PharmD, JD, MSS and others)



6 Online Degree Programs for Working Professionals

- MS in Applied Health Economics and Outcomes Research
- MS in Health Policy
- MS in Healthcare Quality & Safety (domestic and international tracks)
- MS in Healthcare Quality & Safety Management
- MS in Population Health
- MS in Population Health Intelligence

6 Online Graduate Certificate Programs



2 Population Health Research Centers

- 1889 Jefferson Center for Population Health
- Center for Population Health Research at Lankenau Institute for Medical Research

40+ Alumni of the Health Economics & Outcomes Research Fellowship



CENTER FOR POPULATION HEALTH INNOVATION (CPHI)

Through programs, events and publications, CPHI serves as the bridge between JCPH's academic programs and the external professional community.

Initiatives include:

- Annual Colloquium and Population Health Academy
- Customized professional development programs and consulting
- Monthly Forums
- Publications (journals, books, articles)
- Population Health Speaker Series
- Hearst Health Prize

Grandon Society Membership society for population health ambassadors



2

Center for Population Health Innovation (CPHI)

CPHI

- Serves as a bridge between academia, external stakeholders and health professionals.

Mission

- Equip professionals with knowledge and skills to effectively address the issues and challenges inherent in today's dynamic environment.

Strategy

- Offer consulting services to support the development, implementation and evaluation of population health interventions and policies.

3

JCPH Learning Laboratories Centers for Population Health Research



Urban/Suburban Philadelphia



Appalachian Counties (Cambria, Somerset) in Rural Pennsylvania

4

Population Health - Connecting health and health care



- Social determinants influence health outcomes
 - Health behaviors (diet, smoking, physical activity, health literacy)
 - Environment (housing, safety, green space)
 - Education level and literacy
 - Employment and economic stability
 - Access to health care services
 - Transportation
 - Quality of social networks and supportive relationships

Social Isolation as a Health Risk



Social Isolation's Effect on Older Adults

- Older adults more vulnerable
 - Shrinking social networks
 - Chronic health conditions
 - Decreased mobility
 - Mental/cognitive decline
- Living in rural area increases impact
 - Geographic isolation
 - Fewer resources
 - Poor transportation and health care infrastructure



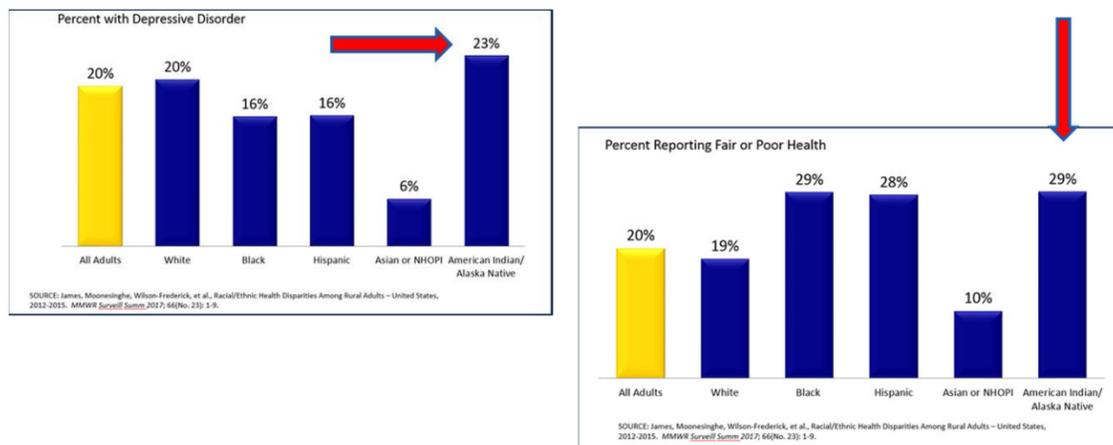
Impact of Social Isolation on Rural Seniors



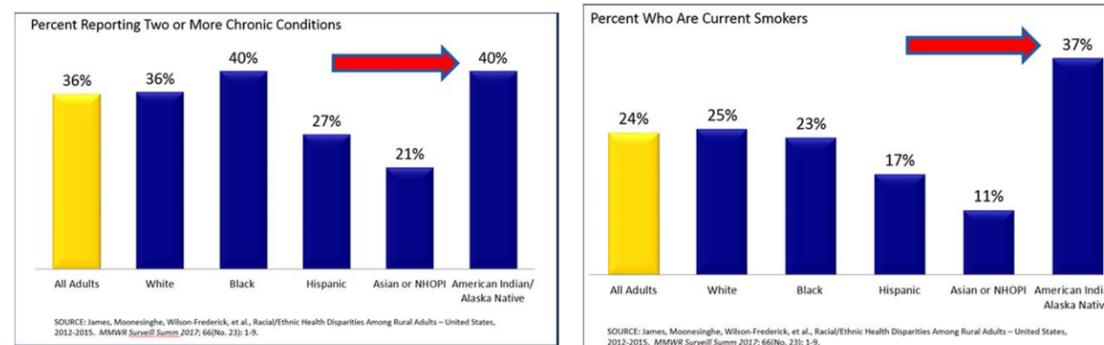
Social Isolation Matrix Items % Among Rural Seniors	
Do not attend church/synagogue	40%
# friends you can talk to about private matters (2 or less)	35%
Most days you do not see friends or family	29%
Widow or widower	25%
Live alone	25%
# friends you could call on for help (2 or less)	23%
No member of family within driving distance	14%
# friends you hear from at least once a month (2 or less)	10%
Do not have people to turn to for support	5%

Executive Summary of Findings from a Survey of Rural Seniors Across the US. Conducted for Tivity Health by Public Opinion Strategies, July 2018. Retrieved from: <http://www.ruralage.com/connectivity-summit-2018/assets/18562-Tivity-Executive-Summary-Memo.pdf>

Health Inequity - Rural Tribal Populations



Health Inequity - Rural Tribal Populations



Collective Impact Approach

Five Conditions for Collective Impact



Source: Rural Health Information Hub. Retrieved from: <https://www.ruralhealthinfo.org/toolkits/networks/2/collective-impact>

Working Together to Address Rural Aging Issues

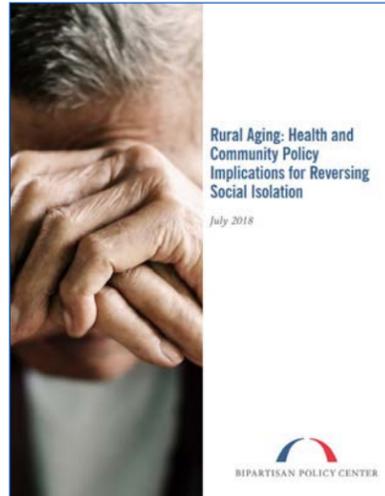


- Community and Faith-Based Organizations
- Government and Social Services
- Technology /Broadband
- Foundations / Philanthropy
- Healthcare
- Academia / Health Services Researchers



Rural Aging Advisory Council

- Regular meetings
- Working groups and committees
- Recommendations and advocacy
- Identify common areas of interest and potential opportunities to collaborate
- Plan annual meeting



June 7, 2018 - Washington, DC



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13



Action-oriented Solutions Areas of Focus

1. Elevate the issue of social isolation and loneliness to the national level.
2. Build on existing resources and infrastructure.
3. Embark on public policy improvements.
4. Reform health care delivery and payment systems.



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For More Information:

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PANEL

Challenges and Opportunities in
Rural and Tribal Communities

PRESENTATION

Elder Abuse: Strengths and Challenges of Rural Areas

PRESENTER

Pamela B. Teaster, Ph.D.

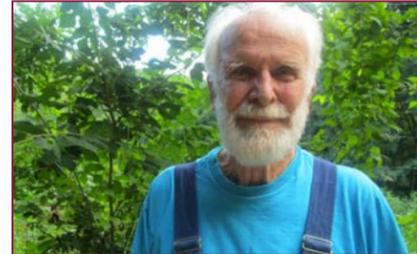


Elder Abuse: Strengths and Challenges of Rural Areas

Pamela B. Teaster, Ph.D.
Rural and Tribal Elder Justice Summit
Des Moines, Iowa
November 14, 2018



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VERMONT TECH

Rurality From My Back Yard



Mickey Rooney, age 90, told the Senate
in March 2011:

*"You feel scared, disappointed, angry. . . . If elder
abuse happened to me, it can happen to anyone."*



Photo by AP/Alex Brandon



**Stan Lee Needs a Hero: Elder Abuse
Claims and a Battle Over the Aging
Marvel Creator**

Baum, The Hollywood Reporter 2018

Elder abuse is a violation of human rights and a significant cause of
illness, injury, loss of productivity, isolation, and despair.

~World Health Organization

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Outline

- Definition and Types of Elder Abuse
- Prevalence of Elder Abuse
- Rurality and Elders
- Rurality and the Opioid Epidemic
- Prevention and Intervention Strategies

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Definition of Elder Abuse

- Intentional actions that cause harm or create a serious risk of harm (whether or not harm is intended) to an older adult . . .
- Perpetrated by a family member, friend, other person who stands in a trust relationship to the older adult

OR

- When an older person is targeted by a stranger based on age or disability . . .
- In any setting (e.g., home, community, or facility)

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Types of Elder Abuse

- Physical Abuse:** Inflicting, or threatening to inflict, physical pain or injury on a vulnerable elder, or depriving them of a basic need.
- Emotional Abuse:** Inflicting mental pain, anguish, or distress on an elder person through verbal or nonverbal acts.
- Sexual Abuse:** Non-consensual sexual contact of any kind, coercing an elder to witness sexual behaviors.
- Exploitation:** Illegal taking, misuse, or concealment of funds, property, or assets of an older adult.
- Neglect:** Refusal or failure by those responsible to provide food, shelter, health care or protection for a vulnerable elder.
- Intimate Partner Violence:** physical, sexual, or psychological/ emotional harm intentionally inflicted by a current or former intimate partner.
- Self Neglect:** an inability, due to physical or mental impairment or diminished capacity, to perform essential self-care tasks. Life-style choices or living arrangements alone do not prove self-neglect

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~NCEA, <http://www.ncea.aoa.gov/>



6

Polyvictimization in Later Life

- When a person aged 60+ is harmed through multiple co-occurring or sequential types of elder abuse by one or more perpetrators;

OR

- When an older adult experiences one type of abuse perpetrated by multiple others with whom the older adult has a personal, professional or care recipient relationship in which there is a societal expectation of trust.

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~ Ramsey-Klawnsnik & Heisler, 2014



7

Prevalence of Elder Abuse

- 14.1%, or 1 in 10 community-residing older adults** nationwide (over 5 million elders) experienced at least one form of abuse

~ Acierno et al., 2010

- Adult Protective Services (APS) agencies identified 253,426 incidents involving elder abuse in 32 states

- 8.3 reports of abuse for every 1,000 older Americans**

~Teaster et al., 2006

- Reporting rates vary by type of abuse

- For every 1 report, up to 24 may go unreported**

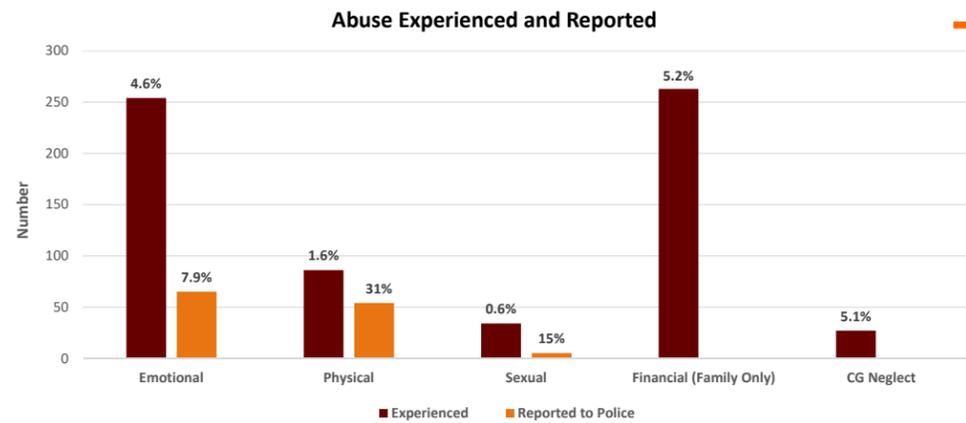
~ Lifespan of Greater Rochester, Inc., 2011

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8

National Elder Mistreatment Study



~ Acierno et al., 2010; n = 6,589

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9

Elder Abuse in Long-Term Care

- 7% of all complaints regarding institutional facilities reported to long term care Ombudsmen were **complaints of abuse, neglect, or exploitation**

~ NORS Data, 2010

- Over **50%** of nursing home staff admitted to mistreating older residents within the past year
 - Two-thirds of these incidents involved neglect

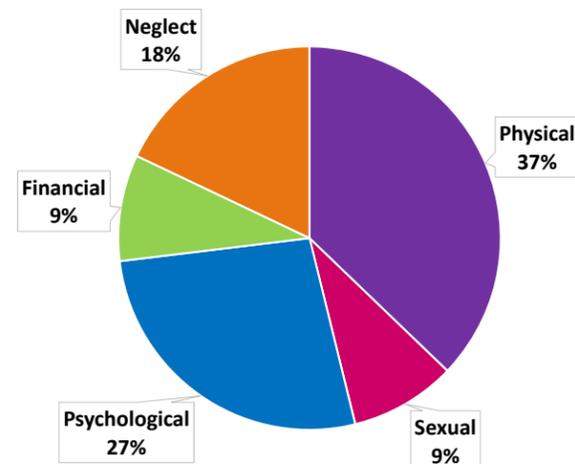
~Ben Natan, 2010

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Types of Abuse in Long-Term Care



~2010 NORS Data

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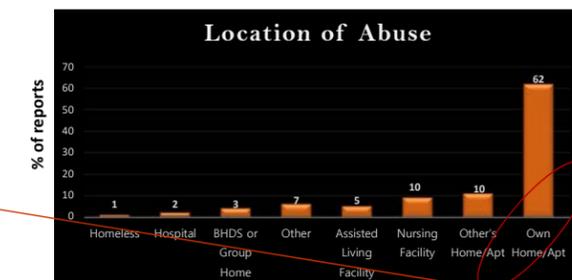


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Elder Abuse - Virginia

In 2017, Virginia APS received **27,105** reports of abuse, investigated **19,913** cases, with **40.0% (10,920)** **substantiated**

- 74%** of APS clients were aged **60 and older**
- 62%** of abuse occurred in own home

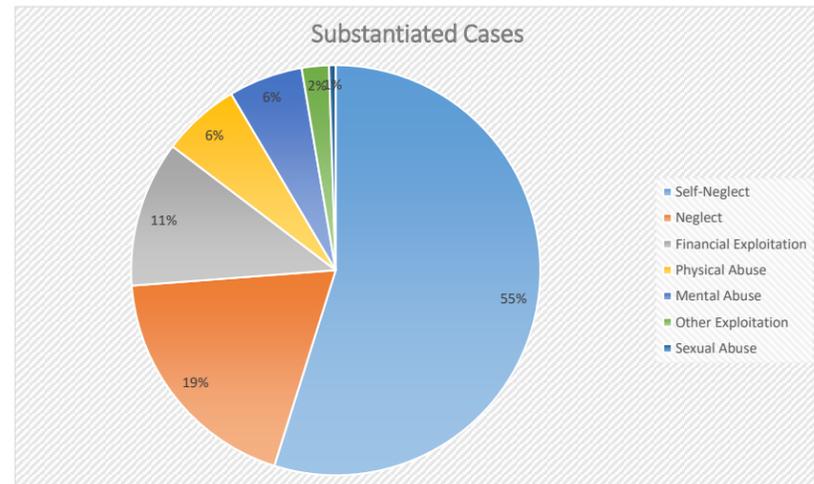


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Virginia: Substantiated Cases of Abuse



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~FY17 Department for Aging and Rehabilitative Services, APS Virginia



13

Risk Factors

- **Gender**
More females than males
- **Age**
Increased vulnerability
- **Living alone**
With observable vulnerability
- **Personality**
Tenuous, values independence
- **Health & Physical Functioning**
Increased need to seek assistance from others
- **Cognitive Functioning**
Declining episodic memory and slower perceptual speed
- **Social Supports**
Lonely or isolated
- **Place of Residence**
Geographic isolation, lack of access to services



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14

Perpetrators



Abuse in Community

- Intimate partners or spouses
- Children and grandchildren
- Other relatives
- Acquaintances/Neighbors/Strangers
- Trusted Others

Abuse in Facilities

- Employees
- Residents

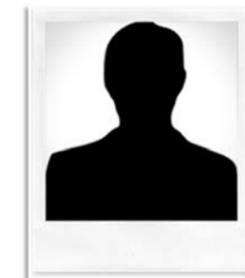
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Perpetrator Characteristics

- Majority have **ongoing relationship with victims**
- **Often male**
- **Able to hide their abusive actions**
 - Extend "helping hands"
 - Isolates victim
- **Good at cultivating relationships**
 - Excellent persuasion skills
 - Builds trust



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16

Why Do People Abuse Elders?



- Perpetrator-victim dependency
- Perpetrator deviance
- Victim vulnerability
- Caregiver stress
- Social isolation
- Ageism
- Inadequate resources
- Lack of knowledge of the problem

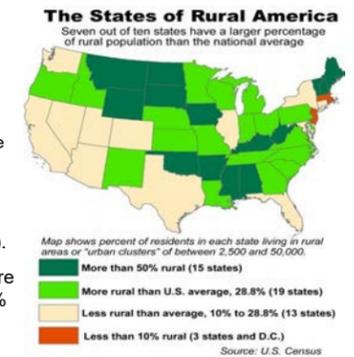
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Rurality

- Rural Communities are integral to the American economy and culture.
- Definitions are not precise.
- Rural adults (ages 18+) were
 - Slightly older than urban adults (median age of 51 years vs. 45 years),
 - More likely married (61.9% vs. 50.8%),
 - Lived in a married couple household (76.3% vs. 67.4%), and resided in the state of their birth (65.4% vs. 48.3%).
- Urban dwellers had slightly higher median household incomes than rural residents (\$54,296 vs. \$52,386), yet the adult poverty rate (14%) and uninsured rate (15.6%) were higher than in rural areas (11.7% vs. 13.6%).
- Rural homeownership was higher (81.1% vs. 59.8%), and there were more single-family dwellings available in rural areas than in urban areas (78.3% vs. 64.6%).
- 23.8% of rural households did not have internet access as compared to 17.3% in urban households.



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Rural Culture

- Rural populations are not homogenous. Traditions, customs, and social expectations shared by residents vary among communities and across locales.
- Residents tend to share values and characteristics informed by place and circumstance, which influence how they think and act.
- Understanding rural cultures and lifestyles is imperative to creating and implementing interventions for rural communities.
- Rural areas are often characterized by poor economies and poverty, large numbers of older residents, limited access to goods and services around the region, and isolation.
- Challenges that are the direct result of remote geographic location and limited access to resources have led rural residents to develop sets of values that often include self-reliance, conservatism, a distrust of outsiders, religion, work orientation, emphasis on family, individualism, and fatalism.

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Understanding Rural Places

- Assumptions and Stereotypes
- Universal Challenges
- Inequities and Cumulative Inequalities
- Vulnerabilities
- Strengths

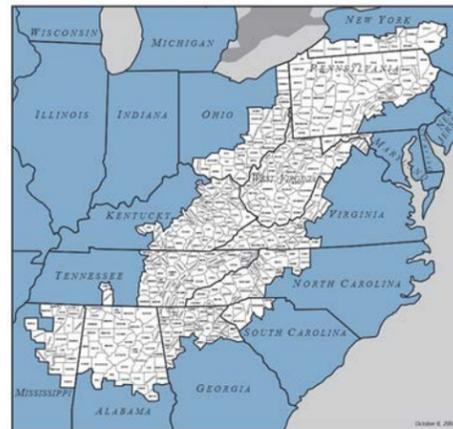


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Opioid Use and Rural America



- The opioid crisis is particularly rampant in communities in rural America
- Opioid overdose death rates skyrocketed seven-fold from 2000-2015 in rural areas
- Rural Appalachian communities have been especially hard hit

Multiple Cause of Death 1999-2015, CDC WONDER Online Database.

www.gerontology.vt.edu

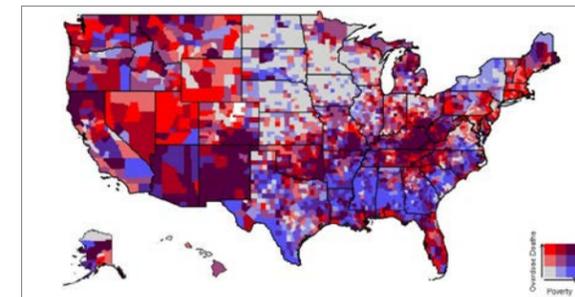


21

Contributors to the Rural Crisis

- Persistent poverty & lack of economic opportunity
 - Closure of plants, mines and large businesses – leads to depression/anxiety
 - Lack of productive, employed role models for youth; “nothing to do”
 - Reliance on government assistance and access to prescription coverage

Poverty Rates and Drug Overdose Death Rates, 2016



Sources: U.S. Census Bureau, Small Area Income and Poverty Estimates, CDC Small Area Estimates of Drug Mortality from Ghertner & Groves, ASPE Research Brief: *The Opioid Crisis and Economic Opportunity: Geographic and Economic Trends*

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22

Healthcare Contributors to Rural Crisis



- Role of Healthcare Providers
- Lack of access to non-narcotic alternatives for pain management
- Lack of local and affordable opioid addiction treatment programs

Communicating about Opioids in Appalachia: Challenges, Opportunities and Best Practices. Appalachian Regional Commission and Oak Ridge Associated Universities. 2018. <https://www.orau.org/health-communication/documents/key-findings-report-opioid-communication-in-appalachia.pdf>

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23

Elder Abuse

- Many experts believe the opioid epidemic is associated with an increase in elder abuse including:
 - Physical abuse including assault and battery, threatening behavior
 - Emotional abuse
 - Financial exploitation including theft, fraud and forgery
 - Potential for homelessness due to arrest, eviction or illegal activity at the home



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Examples of Opioid-Related Elder Abuse

Perpetrators: Opioid-addicted family members . . .

- Stealing medications for their own use or selling medications or other items of value belonging to the older adult for their own economic gain.
- Seeking refills on prescriptions, falsely claiming the older adult's need for the medication
- Using the older adult's home as a place of illegal activity placing the elder at risk of arrest or losing the home
- Using intimidation or engaging in physical violence against the elder

National Center on Elder Abuse brief: Opioids, Older Adults and Elder Abuse Survey: Highlights.

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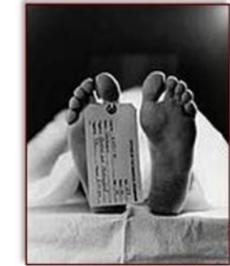
Premature Death

Abused elders at **increased mortality risk**

One-year mortality rates

- Without abuse: 5.91 per 100
- With confirmed abuse: 18.33 per 100**

~ Dong et al., 2009



Elder homicide

- 62% gunshot wounds
- 36% severe beatings
- 19% stabbing

Neglect

- 50% bronchopneumonia
- 22% sepsis
- 9% severe dehydration

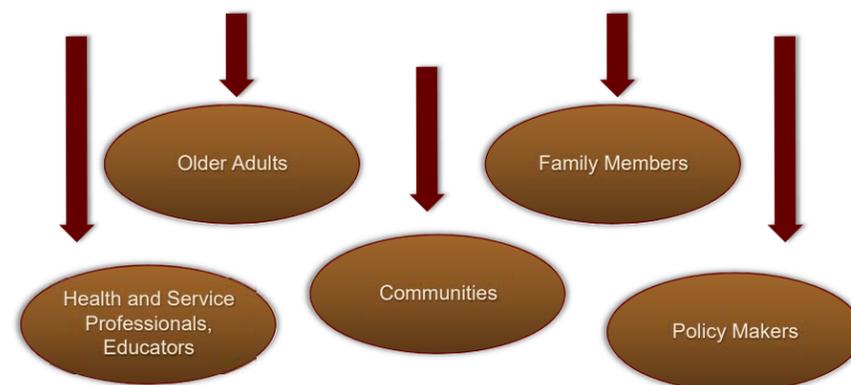
~ Shields et al., 2004

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26

Prevention & Intervention



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27

Questions, Experiences, and Comments

The way we treat our children in the dawn of their lives and the way we treat our elderly in the twilight of their lives is a measure of the quality of a nation.

~ Hubert Humphrey



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28

The Administration's Efforts to Help Rural and Tribal Communities Address the Opioid Epidemic



SPEAKER

June S. Sivilli

Division Chief, Public Health and Public Safety, Office of Policy, Research and Budget, Office of National Drug Control Policy, Executive Office of the President

The Administration's Efforts to Help Rural and Tribal Communities Address the Opioid Epidemic



June Sivilli
Division Chief, Public Health/Public Safety
Office of National Drug Control Policy
Executive Office of the President

November 14, 2018
Des Moines, IA

1

Office of National Drug Control Policy

- Component of the Executive Office of the President.
- Coordinates drug control activities and related funding across the Federal government.
- Produces the annual *National Drug Control Strategy*.

2

Demand Reduction Continuum



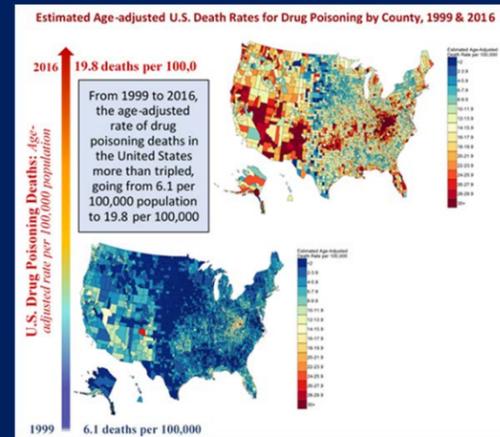
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The Opioid Crisis

4

Overdose Death Rates

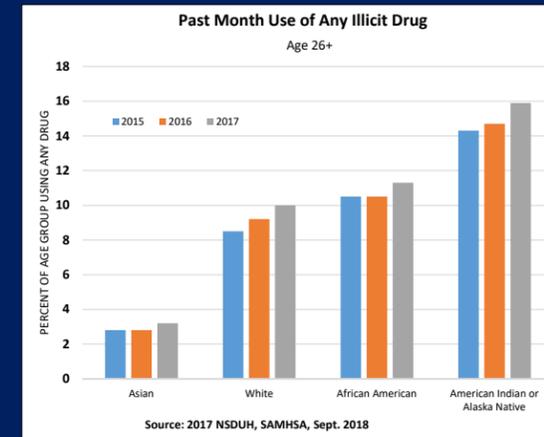
- 72,000 Americans died of overdose in 2017
- 197 deaths per day or nearly 1,440 per week
- 13 percent increase over 2016
- Age-adjusted drug-poisoning death rate in the U.S. more than tripled from 1999 to 2016



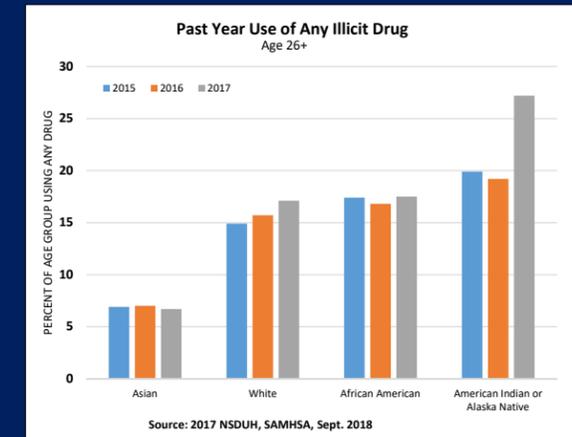
Ahmad, F.B., Rossen, L.M., Spencer, M.R., Warner, M., Sutton, P. (2018) Provisional drug overdose death counts. National Center for Health Statistics. <https://www.cdc.gov/nchs/nvss/vsrr/drug-overdose-data.htm>
 Rossen, L.M., Bastian, B., Warner, M., Khan, D., Chong, Y. (2017). Drug poisoning mortality: United States, 1999–2016. National Center for Health Statistics. <https://www.cdc.gov/nchs/data-visualization/drug-poisoning-mortality/index.htm>

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Past Use of Any Illicit Drug



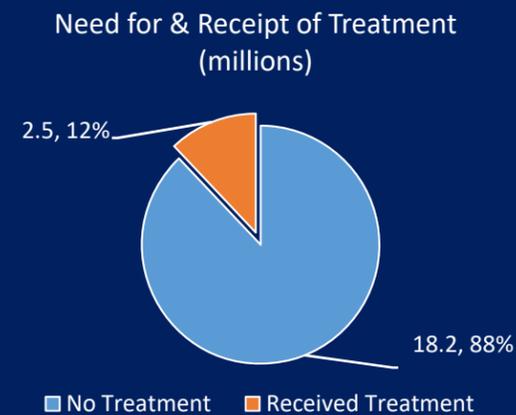
Source: SAMHSA: 2017 NSDUH, Sept 2018



6

Treatment Need & Receipt

- Primary reason : Did not think I needed treatment
- In 2017, 21 million Americans needed treatment, and 2.2 million (12%) received it.
- Among individuals who felt they needed but did not receive treatment, top reasons were:
 1. Not ready to stop using (40%)
 2. No insurance/could not afford (30%)
 3. Did not know where to get treatment (11%)
 4. Did not find desired type of treatment (9%)
 5. Perception of neighbors/community (17%)
 6. Impact on job (21%)



Center for Behavioral Health Statistics and Quality. (2018). 2017 National Survey on Drug Use and Health: Detailed Tables. Substance Abuse and Mental Health Services Administration, Rockville, MD. (tables 5.50A and 5.53B)

7

Federal Response: President's Initiative to Stop Opioid Abuse and Reduce Supply and Demand

- President Donald J. Trump's Initiative to Stop Opioid Abuse is confronting the driving forces behind the opioid crisis.
- This Administration secured \$6 billion in new funding over two years to fight opioid abuse.
- The President's Initiative to Stop Opioid Abuse will:
 - Reduce drug demand through education, awareness, and prevention efforts.
 - Cut off the flow of illicit drugs across our borders and within communities.
 - Save lives by expanding opportunities for evidence-based treatments for opioid addiction.



8

Federal Response: SAMHSA

- **SAMHSA has awarded \$930 million in grants to support prevention, treatment and recovery activities.**
- Tribal Behavioral Health Grant Program to prevent and reduce suicidal behavior and substance use among American Indian/Alaska Native (AI/AN) youth through the age of 24 years.
- Grants to Expand Substance Abuse Treatment Capacity in Adult Treatment Drug Courts and Adult Tribal Healing to Wellness Courts
- Tribal Opioid Response grants increase access to culturally appropriate and evidence-based treatment, including MAT
<https://www.samhsa.gov/tribal-affairs>

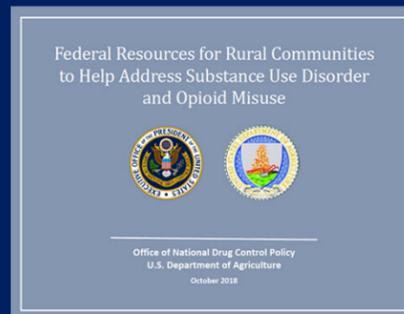
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Federal Response: HRSA

- Health Resources and Services Administration awarded more than \$396 million to 1, 232 community health centers, over 12 rural community organizations, and academic institutions
- Canyonlands Healthcare: assisting rural health clinics implement SBIRT and offering provider training throughout rural Arizona
- The Crow Reservation in Montana: reducing incidences of opioid use disorder among new and expectant mothers as well as incidences of neonatal abstinence syndrome (NAS) among newborns
- Just Announced: Primary Care Training and Enhancement - Physician Assistant

10

Federal Response: Rural Resources



- ONDCP and USDA's Rural Development developed a Federal resource guide with grant funding, training and technical assistance and capacity support for rural communities.
- A one-stop shop for rural leaders looking for Federal funding and partnership opportunities.
- Part of USDA's Community Opioid Misuse Toolbox – a suite of essential tools supporting grassroots strategies to address the opioid epidemic.

11

Questions/Discussion

12



Federal Efforts to Support Rural and Tribal Communities

This panel highlighted federal efforts to support rural and tribal communities and the impact those efforts have on the ability of local communities to combat elder abuse.

MODERATOR

Trent Shores, United States Attorney for the Northern District of Oklahoma, Chair of Attorney General's Advisory Committee on Native American Issues

PANELISTS

Reneé Ferguson, Assistant Regional Commissioner for Management and Operations Support, Dallas Regional Office, Social Security Administration

Gregory Haledjian, Legal Advisor, Office of the Bureau Chief, Consumer and Governmental Affairs Bureau, Federal Communications Commission

Sylvia Montgomery, Program Specialist, Division of Family & Consumer Sciences, National Institute of Food and Agriculture, US Department of Agriculture

Michelle Oswald, Program Manager, Office of Minority Health, Centers for Medicare and Medicaid Services, Department of Health and Human Services

Julian Wright, Benefits Assistance Service Outreach Analyst and Minority Program Coordinator, Department of Veterans Affairs

PANEL

Federal Efforts to Support Rural and Tribal Communities

PRESENTATION

Native American Issues Subcommittee to the Attorney General's Advisory Committee

PRESENTER

Trent Shores



Native American Issues Subcommittee to the Attorney General's Advisory Committee



USA Trent Shores (OKN)
Chair

USA Kurt Alme (MT)
Vice Chair

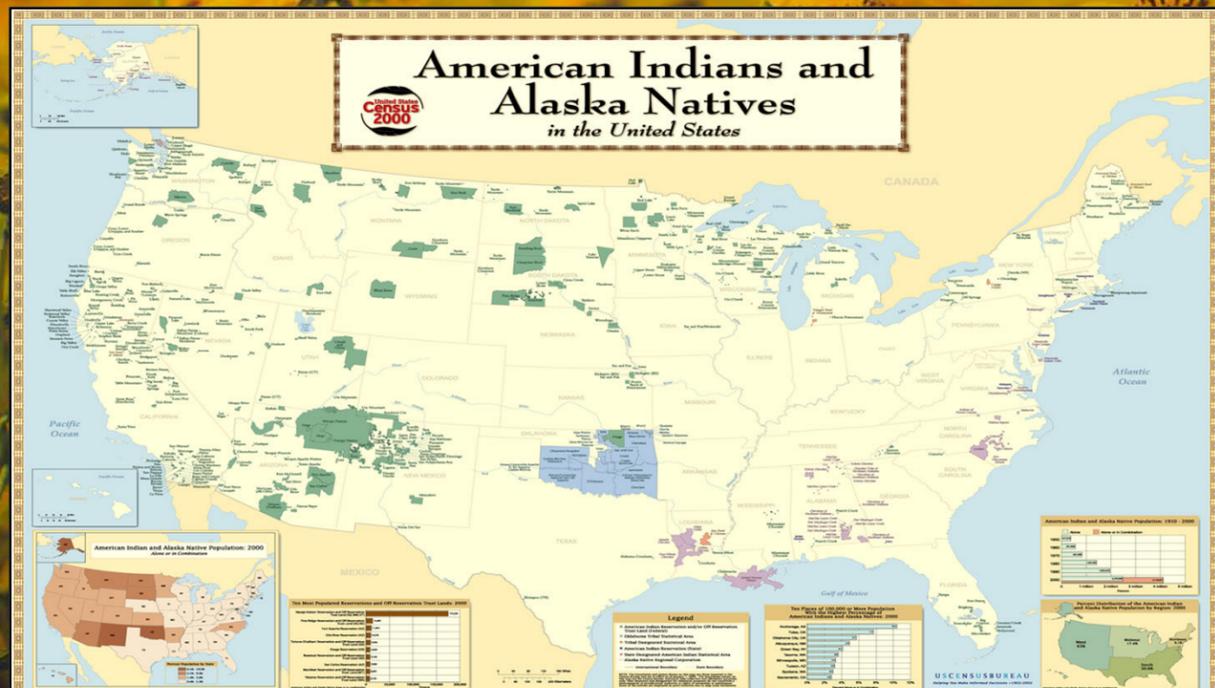
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NAIS History and Indian Country Footprint

- ❖ The Native American Issues Subcommittee is the oldest subcommittee of the Attorney General's Advisory Committee and is vital to the department's mission in Indian Country to build and sustain safe and secure communities for future generations. More than 50 federal districts are home to some Indian Country.
- ❖ The AGAC was created in 1973 to serve as the voice of the U.S. Attorneys and to advise the Attorney General on policy, management, and operational issues impacting the offices of the U.S. Attorneys.
- ❖ Indian Country comprises roughly 56 million acres of land, or about 2% of the United States. This critical mass of land in the United States is governed by more than 570 federally recognized tribes.



2



3

Elder Abuse in Indian Country

- Tribal communities must recognize that elder abuse takes several forms.
 - From neglect, physical abuse, sexual abuse or abusive sexual contact, emotional or psychological abuse, to financial abuse or financial exploitation.
- The Center for Disease Control defines “elder abuse” as the intentional act, or failure to act, by a caregiver or another person in a relationship involving an expectation of trust that causes or creates a risk of harm to an older adult (someone age 60 or older).
- What is the scope of the problem?
 - In Oklahoma, a 2017 report of the Oklahoma Department of Human Services, the state agency designated for care of the elderly in Oklahoma, received 22,709 calls of possible abuse, neglect, exploitation or self-neglect of vulnerable elder citizens.

4

Elder Veterans Are Victims Too

"I come to you to testify as a proud survivor. I survived World War II at the battle of Iwo Jima in the Pacific. I survived a gunshot wound, which left me 87 percent disabled and made me a Purple Heart vet. I survived the loss of my kid brother in that very battle. I survived losing the love of my life, my soul mate and wife to cancer at a young age. I survived being diagnosed with cancer myself on two separate occasions. I share this with you because I'm proud that I've always been a fighter. A survivor who can handle whatever situation may come my way no matter how big or troubling the problem may be, but today I join you to share my story as a survivor of elder abuse. This is a story that is much harder in so many ways for me to share with you because I was victimized at the hands of someone I love. I served my country with pride and with love; I tried to serve my family the same way. But in all my 90 years, I could have never prepared for the hardship I would be put through as a member of my family, a person I once trusted, loved and once called a son."

- Robert Matava, Congressional Testimony, October 11, 2012

Robert Matava Elder Abuse Prosecution Act of 2017

- **Robert Matava** was a decorated World War II veteran whose son defrauded him, leaving him destitute. After his wife died, Mr. Matava had moved to Florida, entrusting his son with his estate, including the house he built and the auto repair business he started. When he returned to Unionville, Connecticut in 2010, to spend his remaining years in his home, he said his son "refused to let me in" and he found himself penniless. He said, "In all my 90 years, I couldn't predict the abuse I'd suffer" at the hands of a family member.
- This Act expanded the definition of telemarketing or email marketing fraud to include measures to induce investment for financial profit, participation in a business opportunity, or commitment to a loan. Prosecutors see more and more cases involving identity theft and financial fraud and exploitation of elder citizens.

PANEL

Federal Efforts to Support Rural and Tribal Communities

PRESENTATION

Social Security Administration Support to Rural & Tribal Communities

PRESENTER

Reneé Ferguson





Social Security Administration Support to Rural & Tribal Communities

Renee Ferguson
Assistant Regional Commissioner | SSA Dallas Regional Office



Securing today
and tomorrow

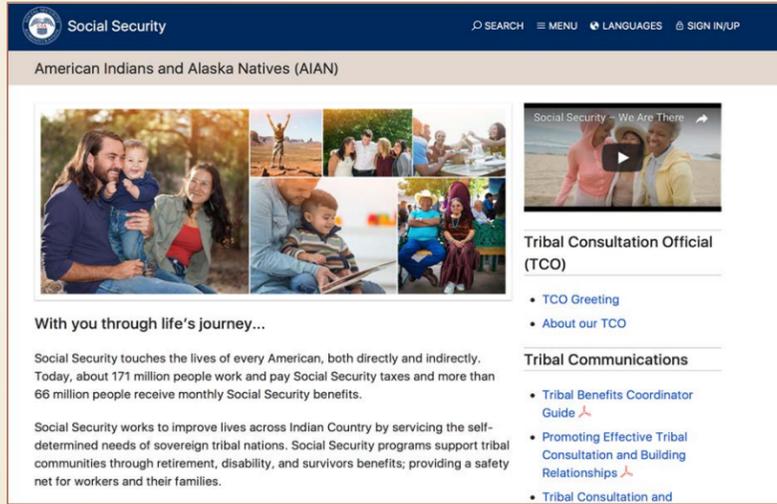


RURAL & TRIBAL ELDER JUSTICE SUMMIT 2018

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American Indian Alaska Native Website

<http://www.SocialSecurity.gov/people/AIAN>



RURAL & TRIBAL ELDER JUSTICE SUMMIT 2018

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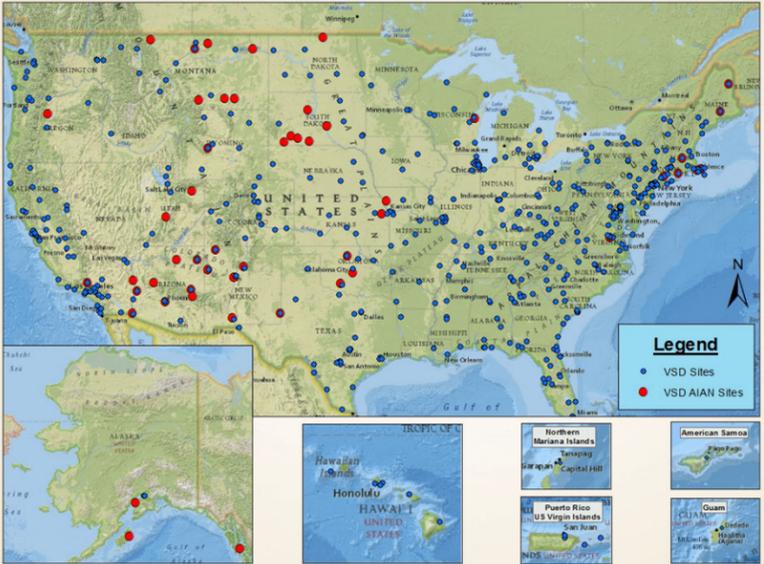
Social Security Serves You via Video



RURAL & TRIBAL ELDER JUSTICE SUMMIT 2018

3

Video Service Delivery across the US



RURAL & TRIBAL ELDER JUSTICE SUMMIT 2018

4

American Indian Alaska Native Website



RURAL & TRIBAL ELDER JUSTICE SUMMIT 2018

5

Social Security Combats Fraud



You can report fraud or misuse of benefits to Office of the Inspector General with the following options:

Online at [OIG.SSA.gov/report](https://www.oig.ssa.gov/report)

Call 1-800-269-0271

Write to
P.O. Box 17785,
Baltimore, Maryland 21235

RURAL & TRIBAL ELDER JUSTICE SUMMIT 2018

6

SSA Supporting Rural & Tribal Communities

Introduction to our Representative Payee Program

<https://www.ssa.gov/payee/>

24 page Guide to Representatives

<https://www.ssa.gov/pubs/EN-05-10076.pdf>

Thank You!

SSA is here to help you at the exhibit table – please stop by and ask questions.

You can also reach us at

SSA.Tribal.Communications@ssa.gov

RURAL & TRIBAL ELDER JUSTICE SUMMIT 2018

7

PANEL

Federal Efforts to Support Rural and Tribal Communities

PRESENTATION

Supporting Rural & Tribal Communities – Federal Communications Commission (FCC)

PRESENTER

Gregory Haledjian



SUPPORTING RURAL AND TRIBAL COMMUNITIES



GREG HALEDJIAN

LEGAL ADVISOR

CONSUMER AND GOVERNMENTAL
AFFAIRS BUREAU

NOVEMBER 14, 2018



1

BACKGROUND

- The FCC regulates interstate and international communications by radio, television, wire, satellite, and cable in all 50 states, the District of Columbia and U.S. territories.
- An independent U.S. government agency overseen by Congress, we are the federal agency responsible for implementing and enforcing America's communications law and regulations.
- We implement rules and policies designed to promote widespread deployment of wired and wireless broadband services to ensure that all Americans have access to robust communications services.
- We understand that getting elders "online" is also a matter of making it relevant to their lives.
- We help to educate elders about consumer protection issues, especially illegal robocalls and phone scams.



2

BROADBAND ACCESS

There are 4 Federal Universal Service Programs supporting ubiquitous broadband deployment:

- Connect America Fund (for carriers serving rural areas)
- Lifeline (for low-income consumers)
- Schools and Libraries (E-Rate)
- Rural Health Care (Telehealth Connectivity)

The FCC is also facilitating deployment of 5G Wireless services:

- Pushing more wireless spectrum into the marketplace for carriers
- Updating infrastructure policy (building out networks)
- Modernizing outdated regulations



3

FOCUS ON TELEHEALTH

Rural Health Care Program:

- allows rural health care providers to pay rates for telecommunications services to those of their urban counterparts;
- makes telehealth services affordable and also subsidizes Internet access;
- has a new annual cap on program spending of \$571 million (nearly a 43 percent increase); and
- will adjust the cap annually for inflation and allow funds unused from prior years to be carried forward.



4

FOCUS ON TELEHEALTH

Connected Care Pilot Program:

- is led by FCC Commissioner Brendan Carr;
- supports the delivery of advanced telehealth services to low-income Americans; and
- looks to establish a new \$100 million effort to support telehealth services, especially those living in rural areas and veterans.



5

FOCUS ON TELEHEALTH

Connect2HealthFCC Task Force:

- explores the intersection of broadband, advanced technology and health;
- engages with a wide array of stakeholders, further charting the broadband future of health care; and
- serves as an umbrella for all FCC health-oriented activities to help enable a healthier America.



6

FOCUS ON TRIBAL COMMUNITIES

The **Office of Native Affairs and Policy** serves as the FCC's catalyst to help improve the level of broadband, telecommunications, and broadcast deployment throughout Indian country primarily by representing the agency in government-to-government consultation with sovereign Tribal nations.

The **Native Nations Communications Task Force** was created in 2011 as the Native Nations Broadband Task Force and received a new name in 2018. The Task Force advises the FCC on specific issues affecting Tribal interests and consists of 19 Tribal representatives and 8 senior FCC staff. It's first meeting is December 4-5 at FCC HQ.



7

BROADBAND INTERAGENCY WORKING GROUP

Broadband Interagency Working Group:

- works to improve coordination across programs;
- reduces regulatory barriers to broadband deployment;
- promotes awareness of the importance of federal support for broadband investment and digital inclusion programs, and
- collects and shares information with communities about available federal resources for broadband deployment and digital inclusion efforts.



8

DIGITAL LITERACY (RELEVANCY)

Being connected or “online” promotes **independence** and **wellness**:

- Reminder Technology (automated pill dispensers or on/off sensors);
- Smart Features in Cars (automatic breaking, back-up cameras);
- Voice Assistants (ask for news, weather, music, turn on/off appliances);
- On-Demand Services (delivery and hail a ride services)
- Wearables (monitor heart rate, sleep quality, etc.); Home Fixtures (monitor signs of illness or bodily distress);
- Telemedicine (doctor consults via videophone; send doctors requested data directly);
- Privacy Controls (you choose what health data to share with others)



9

FIGHTING ILLEGAL ROBOCALLS/PHONE SCAMS

Unwanted calls – including **illegal and spoofed robocalls** – are the FCC’s top consumer complaint and our top consumer protection priority. The FCC is cracking down on illegal calls in a variety of ways:

- Issuing hundreds of millions of dollars in enforcement actions against illegal robocallers;
- Allowing phone companies to block certain types of calls that are likely to be unlawful before they even reach consumers;
- Empowering consumers to use call blocking or labeling services for calls to their telephone number;
- Working to develop ways that phone companies can authenticate Caller ID to reduce illegal spoofing; and
- Making our complaint data available to enable better call blocking and labeling solutions.

Consumers can file a complaint with the FCC if you believe you have received an illegal call or text. In addition, we have joined forces with AARP to educate older Americans about different kinds of phone scams.



10

TV RESCAN OUTREACH

- Congress authorized the realignment of broadcast airwaves because of consumer demands for broadband services;
- Certain broadcast TV stations will change frequencies over the next two years to make more airwaves available so your mobile phones run faster;
- Consumers who watch **local “over-the-air” TV** may need to rescan their TVs or converter boxes to continue to receive all of their local channels;
- To rescan, look for “auto tune” or “rescan” under the setup menu on your TV;
- Consumers who subscribe to cable or satellite TV **do not need to rescan** as their providers will make the necessary changes; and
- TV stations changing frequencies are required to provide notice to consumers at least 30 days in advance.



11

THANK YOU!

Greg Haledjian, FCC

202-418-7440

Gregory.Haledjian@fcc.gov



12

PANEL

Federal Efforts to Support Rural and Tribal Communities

PRESENTATION

Rural and Tribal Elder Justice Summit – United States Department of Agriculture (USDA) National Institute of Food and Agriculture (NIFA)

PRESENTER

Sylvia Montgomery



USDA United States Department of Agriculture National Institute of Food and Agriculture www.nifa.usda.gov @USDA_NIFA

Rural and Tribal Elder Justice Summit

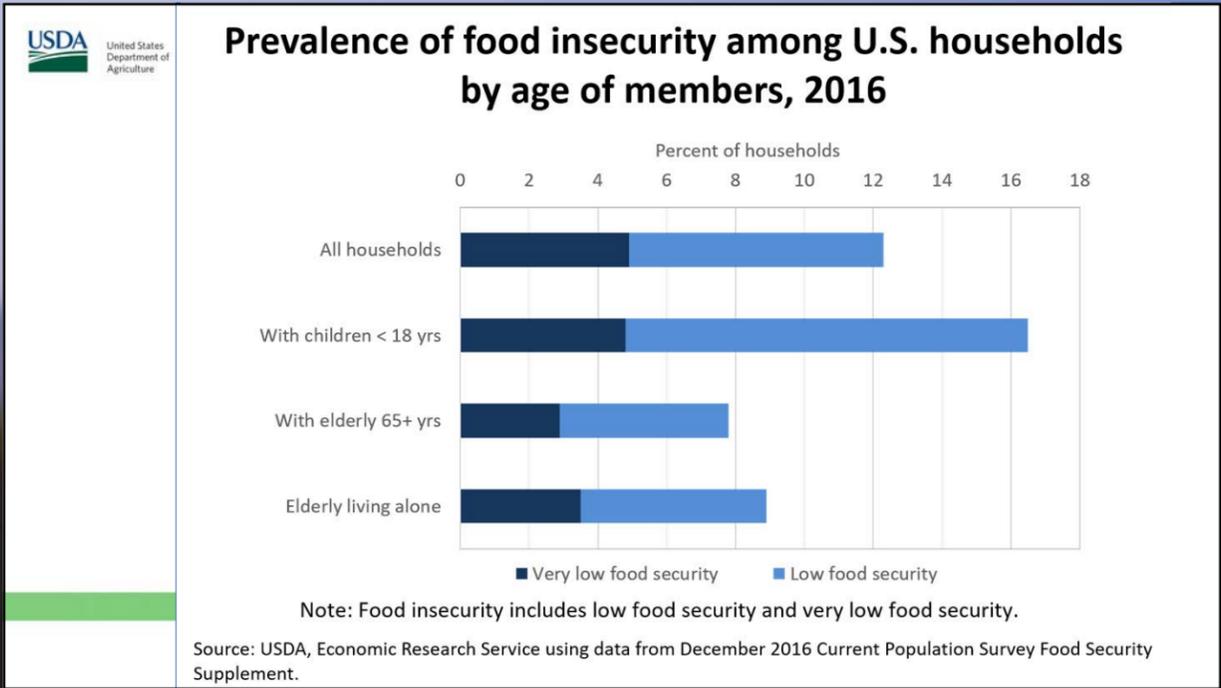
November 14, 2018

Sylvia Montgomery
Program Specialist
Division of Family & Consumer Sciences

USDA NIFA
NATIONAL INSTITUTE OF FOOD AND AGRICULTURE

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1



2

USDA United States Department of Agriculture National Institute of Food and Agriculture www.nifa.usda.gov @USDA_NIFA

NIFA's Integrated Approach to Science

RESEARCH
Provides answers to complex issues facing our nation and our world

EDUCATION
Strengthens schools and universities to train the next generation of scientists, educators, producers and citizens.

EXTENSION
Takes knowledge gained through research and education to the people who need it the most.

3



4

How NIFA Helps at the Local Level

Financial Management/Elder Financial Exploitation

Housing Opportunities/Aging in Place

AgrAbility

Special Needs/Disaster Assistance

Food and Nutrition/Food Insecurity

Intergenerational Programs

Grandfamilies

North Central Region Aging Network

eXtension Communities of Practice

Adult Development and Aging Workgroup

5

Thank you!

For additional information, please contact me at smontgomery@nifa.usda.gov

6

PANEL

Federal Efforts to Support Rural and Tribal Communities

PRESENTATION

Federal Efforts to Support Rural and Tribal Communities – Centers for Medicare & Medicaid Services (CMS), Office of Minority Health

PRESENTER

Michelle Oswald

michelle.oswald@cms.hhs.gov



DTA Website: <https://go.cms.gov/AIAN>

Trainings and webinars: www.cmsitustrainings.com

Questions: tribalaffairs@cms.hhs.gov





Federal Efforts to Support Rural and Tribal Communities

Rural and Tribal Elder Justice Summit

Michelle Oswald, Program Manager
Centers for Medicare & Medicaid Services
Office of Minority Health
November 2018



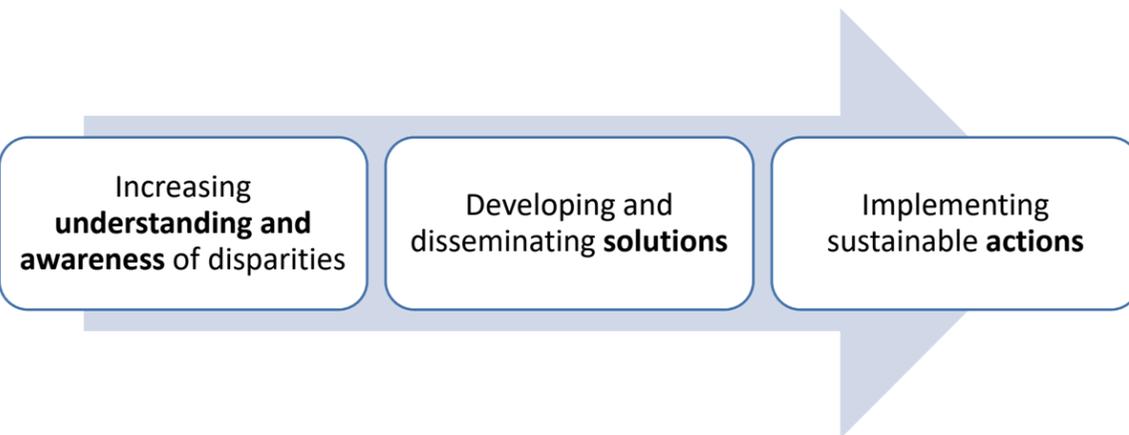
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Offices of Minority Health within HHS



2

CMS OMH Health Equity Framework



3

CMS Division of Tribal Affairs



- Located in Baltimore within the Children & Adults Health Programs Group, under the Center for Medicaid & CHIP Services.
- Serves as the point of contact on Indian health issues for the agency and tribal and federal partners.
- Native American Contact (NAC) at each Regional Office to provide technical assistance on CMS programs.

For the list of DTA and NAC staff, please visit:
<https://www.cms.gov/Outreach-and-Education/American-Indian-Alaska-Native/AIAN/NACTAGlistJanuary2018.pdf>

TRIBAL AFFAIRS

4

CMS Tribal Technical Advisory Group (TTAG)

- Established in 2003 to provide advice and input to CMS on policy and program issues affecting delivery of health services to AI/ANs served by CMS programs.
- Comprised of one elected tribal leader, or an appointed representative and alternate from each of the twelve Areas of the Indian Health Service (IHS) and from each of the national Indian organizations headquartered in Washington DC - the National Indian Health Board (NIHB), the National Congress of American Indians (NCAI), and the Tribal Self-Governance Advisory Group (TSGAC).
- Has subject matter specific subcommittees comprised of TTAG members, technical advisors, and employees from CMS and IHS.

5

CMS Initiatives and Resources

6

CMS Rural Health Strategy

May 2018 –

CMS launches Agency's first rural health strategy to improve access and quality of care for rural Americans

[go.cms.gov/ruralhealth](https://www.cms.gov/ruralhealth)



7

CMS Rural Health Strategy Objectives

1. Apply a rural lens to CMS programs and policies
2. Improve access to care through provider engagement and support
3. Advance telehealth and telemedicine
4. Empower patients in rural communities to make decisions about their health care
5. Leverage partnerships to achieve the goals of the CMS Rural Health Strategy

8

CMS Opioid Roadmap

KEY AREAS OF CMS FOCUS

As one of the largest payers of healthcare services, CMS has a key role in addressing the opioid epidemic and is focused on three key areas:



PREVENTION

Manage pain using a safe and effective range of treatment options that rely less on prescription opioids



TREATMENT

Expand access to treatment for opioid use disorder



DATA

Use data to target prevention and treatment efforts and to identify fraud and abuse

Website: <https://www.cms.gov/blog/cms-opioids-roadmap>

9

CMS AI/AN Website



TRIBAL AFFAIRS

10

Long Term Services and Supports Newsletter



Next Webinar: Building LTSS through Title VI Programs: Medicaid Billing
Wednesday, September 27, 2017
Title VI grant funding can be an important funding source for home- and community-based services, including caregiver support, nutrition services, and transportation. Many of these services are also billable to Medicaid under regular card services or Medicaid waiver programs. Billing Medicaid for these services allows tribes to stretch their Title VI grant dollars further to expand programs and serve more people.

[Webinar Archive](#)

[Register](#)

Stay up to date on LTSS news and the latest resources

[Sign Up for the Newsletter](#)

[Newsletter Archives](#)



- [Native American and Research Communities Uniting to Fight Alzheimer's Disease](#) (webinar recording)
- [Tribal Nursing Home Best Practices: Traditional Foods](#) (PDF, 1.7 MB, 12 pages)
- [Tribal Nursing Homes: Best Practices for Patients with Dementia and Alzheimer's Disease](#) (PDF, 318 KB, 10 pages)
- [Veterans and LTSS Webinar Series Part 1: Overview of VA and Long-Term Care Services](#) (webinar recording)

[See more research](#) on LTSS topics.

CLICK HERE

TRIBAL AFFAIRS

11

Connected Care Resources

- **Information for Health Care Professionals**
 - Access resources and tools explaining the benefits of CCM and how to implement this service
- **Information for Patients**
 - Access easy-to-read information on the benefits of CCM for Medicare beneficiaries living with two or more chronic conditions

Visit: <http://go.cms.gov/ccm>



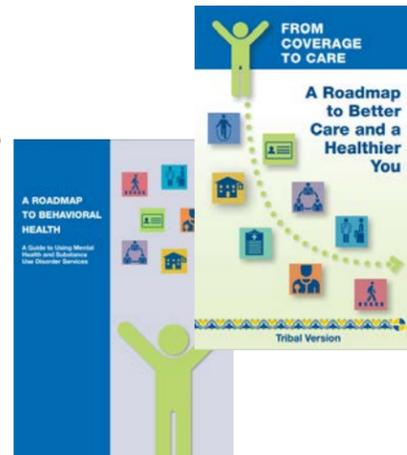
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C2C Resources

- Roadmap to Better Care and a Healthier You (Tribal Version)
- Roadmap to Behavioral Health
- 5 Ways to Make the Most of Your Health Coverage
- Prevention Resources
- Manage Your Health Care Costs
- Enrollment Toolkit
- Partner Toolkit and Community Presentation

Website: go.cms.gov/c2c

Email: CoverageToCare@cms.hhs.gov



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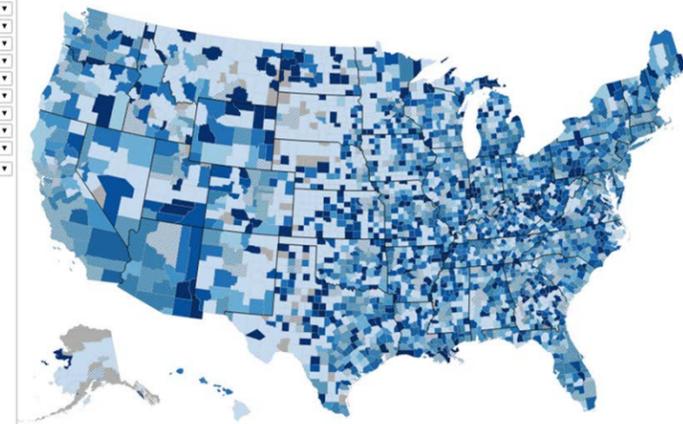
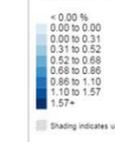
Mapping Medicare Disparities Tool

Mapping Medicare Disparities

September 30, 2015

Year	2012
Geography	County
Measure	Prevalence
Condition	Acute Myocardial
Analysis	Base Measure
Gender	Any
Age	Any
Dual	Any
Race	Any
Comparison Race	Any

Prevalence (%)



14

Learn More about CMS OMH



go.cms.gov/omh
and
go.cms.gov/ruralhealth

15

How Stakeholders Can Get Involved

- **CMS Open Door Forums** – Find out about upcoming changes and get your questions answered.
- **Medicare Learning Network and MLN Connects® Provider eNews** – Get provider resources on CMS programs, policies and initiatives, such as Medicare Shared Savings Program.
- **NPRMs and RFIs** – Tell us what you think!
- **Join the CMS Listserv:** <https://www.cms.gov/newsroom>
- **Subscribe to receive CMS.gov E-mail Updates:** <https://www.cms.gov/About-CMS/Agency-Information/Aboutwebsite/EmailUpdates.html>

16

PANEL

Federal Efforts to Support Rural and Tribal Communities

PRESENTATION

Veterans Benefits Administration: Connecting With Those We Serve – U.S. Department of Veteran Affairs (VA)

PRESENTER

Julian Wright



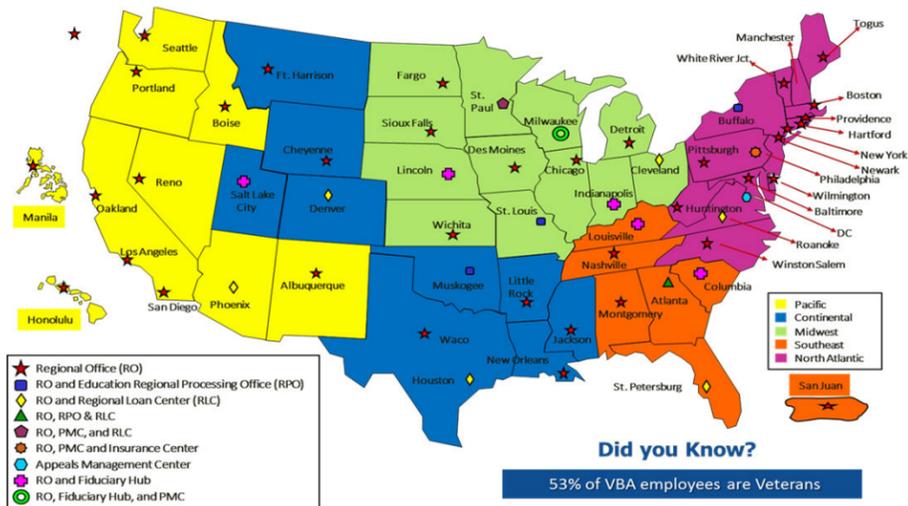
Veterans Benefits Administration

Connecting With Those We Serve

Department of Veterans Affairs

Veterans Health Administration	Veterans Benefits Administration	National Cemetery Administration
Medical Centers	Disability & Compensation	Gravesite Perpetual Care
Community Based Outpatient Clinics	Vocational Rehabilitation & Employment	Opening and Closing
Vet Centers	Home Loans	Headstones & Markers
Community Living Centers	Pension & Fiduciary	Presidential Memorial & Certificates
Women's Clinics	Education	Burial Flag
OEF/OIF/OND Clinics	Insurance	
Homeless Veterans Program	Appeals Management Office	
	Benefits Assistance Service	

VBA District Offices



Questions?

What is it?

A tax-free benefit paid to Veterans for a disability that was incurred in or aggravated by military service. Certain Veterans are eligible for disability compensation based on the presumption that the disability is service connected

Who qualifies?

Veterans discharged from service under conditions other than dishonorable and who have a current disability due to injury, disease, or psychological issue incurred in or aggravated by military service

Pension Benefits



What is it?

- Pension is a needs-based benefit paid to wartime Veterans who meet certain age or non-service-connected disability requirements

Who qualifies?

- Veterans with 90 days active duty with 1 day serviced during a wartime period if the Veteran entered the military on or before September 7, 1980; or
- Veterans with 24 months of active service or the full period for which they were called to active duty if the Veteran entered the military after September 7, 1980; or
- Veterans older than 65, or has a total and permanent disability; and
- Income is below the yearly limit set by Congress



5

VA Fiduciary Program

VA Fiduciary Program: established to protect Veterans and other beneficiaries who, due to injury, disease, or age, are unable to manage their financial affairs.

Features of VA Fiduciary Program:

- Home visits to Veterans and beneficiaries receiving VA benefits,
- Monitors the well being of beneficiaries,
- Appoints VA fiduciaries to
 - Manage VA benefits, and
 - Ensure the beneficiaries needs, wants, and desires are met
- Requires protection of VA benefits
 - Surety bond protection, and
 - Claims of creditors,
- Requires annual accountings in specific instance and 100% audit accountings received,
- Investigates allegation of misuse, and
- Investigates other matters under laws administered by VA or affecting VA.



6

Veteran Information

- There are over 19 million Veterans
- 4.9 Million receiving compensation and pension benefits
- Average age of Veterans receiving pension is 75 years
- 4.7 million Veterans reside in rural and highly rural areas
- 56 percent of rural Veterans are over age 65
- Nearly 460,000 rural Veterans served in Iraq and Afghanistan
- VA has worked with tribal governments to trained over 350 TVRs



7

Rural Outreach

- There are an estimated 4.7 million Veterans who reside in rural and highly rural areas
- In 2015, VBA implemented Rural Outreach Coordinators (ROC's) in each of the 56 regional offices to conduct outreach to Veterans and/or family members who reside in rural or highly rural areas
- VBA establish partnerships with state, county, and local Veteran Service Officers, and community and faith-based organizations to meet the needs of rural Veterans
- Telebenefits is a program in which VBA partners with VHA to provide Veterans benefits information and assistance through the use of video teleconferencing equipment
- VBA partners with Veterans Health Administration's (VHA) Vet Centers to conduct outreach in rural areas- as part of the Vet Center there are a over 80 Mobile Vet Center (MVC) vehicles



8

Tribal Outreach

- American Indians and Alaska Natives have one of the highest representations in the armed forces (in comparison to other racial minorities-approximately 200,000 Veterans).
- TVRs is a native Veterans or an individual recognized by their Tribal government
- TVRs are volunteers who act as liaisons between the VA and the Native American communities
- VA provides annual training to TVRs



9

Tribal Outreach (cont.)

- VBA has Minority Veterans Program Coordinators (MVPCs) in its 56 Regional Offices (RO) that conduct outreach in their state
- VBA partners with the Office of Tribal Government Relations (OTGR) to conduct outreach in Indian Country
- In FY18, VBA and OTGR launched a campaign to conduct claim events to assist Veterans and surviving spouses in Indian Country
- VBA work with tribes to increase awareness of the Native American Direct Loan (NADL)



10

Tribal Outreach (cont.)

- During the campaign, 21 tribal communities hosted 34 claims events serving over 950 Veterans and their dependents



11

Resources

Online:

Veterans Benefits Administration (VBA) Home Page

www.benefits.va.gov

VBA on Facebook

www.facebook.com/VeteransBenefits

VBA on Twitter

<http://twitter.com/VAVetBenefits>

eBenefits

www.ebenefits.va.gov

Phone:

Benefits information

(800) 827-1000

Education Benefits

(888) 442-4551

Health Care Eligibility

(877) 222-8387

VA Crisis Line

(877) WAR-VETS



12

Showcasing the Strength of Rural Communities

This panel spotlighted promising and innovative practices to respond to elder abuse in rural communities that build upon their inherent strength.

MODERATOR

Katharine Sullivan*, Acting Director, Office on Violence Against Women, Department of Justice

PANELISTS

Sandy Markwood, Chief Executive Officer, National Association of Area Agencies on Aging

William Johnson, State Resource Prosecutor for Elder and Disabled Abuse for the Prosecuting Attorneys' Council of Georgia

Nicole Parshall, Staff Attorney and Director of the Elder Justice Navigator Project, Center for Elder Law & Justice

Marit Anne Peterson, Program Director, Minnesota Elder Justice Center

Bill Benson, National Policy Advisor, National Adult Protective Services Association

** No presentation*





PANEL

Showcasing the Strength of Rural Communities

PRESENTATION

Combatting Elder Abuse and Isolation: The Role of the Aging Network

PRESENTER

Sandy Markwood



The National Aging Network

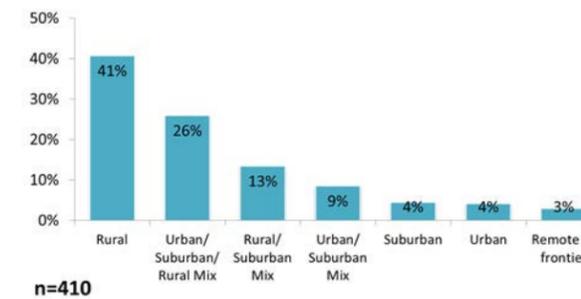


- **FEDERAL** = U.S. Administration on Aging (HHS), Assistant Secretary for Aging Lance Robertson (who is also Administrator of the Admin for Community Living, est. 2012)
- **STATE** = State Units on Aging (Governor's office on elder affairs, State office on aging and disability, etc.)
- **LOCAL** = Area Agencies on Aging
- **TRIBES** = Title VI Native American Aging Programs

National Association of Area Agencies on Aging

1

Geographic Area Served by AAAs



National Association of Area Agencies on Aging

2

Core AAA Services



National Association of Area Agencies on Aging

3

Role of the Aging Network

More than 98 percent of AAAs provide at least one service or program designed to address elder abuse.



National Association of Area Agencies on Aging

4

AAA Elder Abuse Prevention Strategies



- Providing community education and training;
- launching public awareness campaigns targeting older adults;
- participating in an elder abuse prevention coalition or multidisciplinary team; and
- utilizing case management strategies for at-risk or vulnerable seniors

National Association of Area Agencies on Aging

5

Roles and Partnerships Include:

- Adult Protective Services (82%)
- Long-Term Care Ombudsman (59%)
- Being Part of an Interdisciplinary Elder Abuse Team (55%)



National Association of Area Agencies on Aging

6

Role of the National Association of Area Agencies on Aging (n4a)

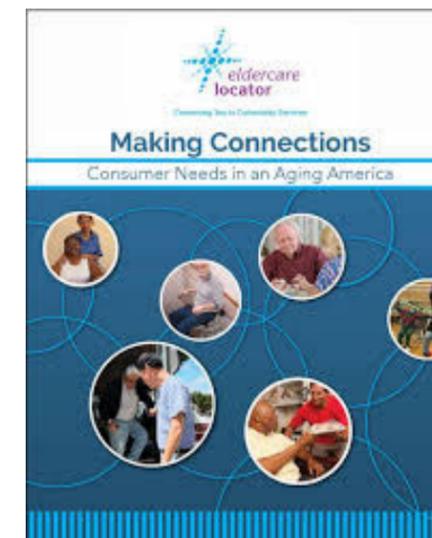


advocacy | action | answers on aging

- Advocacy
- Capacity Building
- Training and Technical Assistance
- Raising the Visibility of the Need of Consumers for Aging and Long-term Services and Supports
- Tracking and Positioning the Aging Network for Emerging Trends and New Directions

National Association of Area Agencies on Aging

7



National Association of Area Agencies on Aging

8

Eldercare Locator Call Requests

Reasons for Elder Abuse Calls	
30%	Financial exploitation and scams
19%	Emotional abuse
19%	Neglect
8%	Institutional abuse
7%	Physical abuse
6%	Prevention
2%	Self-neglect

National Association of Area Agencies on Aging

9

Highlighting Programs that Work!



National Association of Area Agencies on Aging

10

Exploring Ways to Respond to Growing Issues of Concern

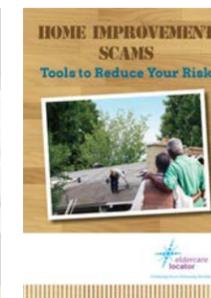
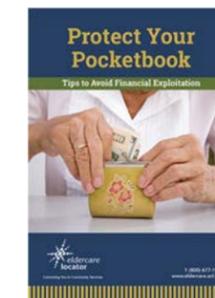
- Financial Scams
- Opioid Epidemic and Relationship to Rise in Abuse
- Social Isolation Leading to Neglect and Vulnerability



National Association of Area Agencies on Aging

11

n4a Resources



engAGED
The National Resource Center
for Engaging Older Adults

National Association of Area Agencies on Aging

12



PANEL

Showcasing the Strength of Rural Communities

PRESENTATION

State Resource Prosecutor: Adult Abuse, Neglect, and Exploitation

PRESENTER

Will Johnson

wjohnson@pacga.org

Work: 770-282-6353

Cell: 706-969-2515



STATE RESOURCE PROSECUTOR: ADULT ABUSE, NEGLECT, AND EXPLOITATION

Will Johnson
ANE State Prosecutor: Prosecuting Attorneys' Council

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WWW.PACGA.ORG

1

Training



2

Training

- Joining the Division of Aging Services— Forensic Special Initiatives Unit
- Summer & Winter Conferences
- Day-long seminars
- In-house for each judicial circuit
- 3 day conference in April 2019

3

Case Assistance

- Heard County, Georgia (Pop. 11,730);
- Peach County, Georgia (Pop. 27,099);
- Fayette County, Georgia (Pop. 112,500)
- Dougherty County, Georgia (Pop. 89,502)
- Rabun County, Georgia (Pop. 16,602)
- *Plus numerous calls, emails, texts.*

4

Conflict Case Prosecutions



Burke County Courthouse



5

Provide Assistance on Legislation

- HB 635: Multidisciplinary Teams
- HB 803: Trafficking Vulnerable Adults
- SB 406: Fingerprint Background Checks



6

Statewide Development

- Assist in networking agencies, law enforcement, prosecutors.
- Create a model protocol for multidisciplinary teams.
- Work toward innovative and proactive responses to elder abuse—prevention over correction.



7

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8



PANEL

Showcasing the Strength of Rural Communities

PRESENTATION

Elder Justice Navigator Project

PRESENTER

Nicole K. Parshall, Esq.

716-853 3087 x231

nparshall@elderjusticenyc.org



ELDER JUSTICE NAVIGATOR PROJECT

A partnership between Center for Elder Law & Justice, the New York State Unified Court System, and Chautauqua County Department of Health and Human Services

Nicole K. Parshall, Esq.



WHAT IS THE ELDER JUSTICE NAVIGATOR PROJECT?

- The Elder Justice Navigator Project is funded by a grant from the Administration for Community Living; part of the U.S. Department of Health and Human Services
- It is a **partnership** between Center for Elder Law & Justice (CELJ), the New York State Unified Court System (NYS-UCS), and Chautauqua County Department of Health and Human Services (DHHS).

* Points of view or opinions do not necessarily represent official ACL or DHHS policy.

ELDER JUSTICE NAVIGATOR PROJECT GOALS

- To reduce harm and empower elder abuse survivors by addressing systemic barriers and improving victims' experience and confidence in the court system through:
 - A One-Stop Referral Source;
 - Provision of Direct Services;
 - Education

ONE-STOP REFERRAL SOURCE

- For victims and potential victims of elder abuse for needs assessment, including:
 - Assistance engaging with law enforcement
 - Civil Legal Representation on current or future elder abuse-related case(s)
 - Review by County EMDT
 - Assistance with finances
 - Assistance with courtroom accessibility
 - Other social and community services

PROVISION OF DIRECT SERVICES

- Civil Legal representation by Center for Elder Law and Justice
 - Power of Attorney drafting or revocation
 - Special Proceedings under Power of Attorney statute
 - Civil complaints
 - Evictions or Ejectments
 - Family Court Orders of Protection
- Case review by the Chautauqua County Elder Abuse Enhanced Multi-Disciplinary Team
 - Complex cases of elder abuse
- Follow-up with Law Enforcement and Victims' Assistance Program
- Case management, rep payee, and guardianship through Adult Protective Services
- Provision of accessibility devices and court support person
- Connection to Office for the Aging for additional services

5

ACCESSIBILITY ASSISTANCE

- Travel Fund to assist older adults with the cost of transportation to and from court
- Hearing amplifiers
- Document magnifiers
- Wheelchairs
- Remote/mobile filing of temporary orders of protection petitions in Family Court
 - Remote electronic filing capacity
 - Video conference hearings
 - In-office or in-the-field for home- or institution-bound older adults
- Court Support Person

6

EDUCATION OF COMMUNITY STAKEHOLDERS

Courts

- Family
- Surrogates
- Supreme
- County
- City
- Justice

Law Enforcement

- Local Police Departments
- Sheriff's Office
- State Police
- District Attorney's Office

7

EDUCATION, CONT'D

Social Services Organization

- Adult Protective Services
- Offices for the Aging
- Meals on Wheels
- Adult Daycare organizations

Financial Institutions

- Banks
- Credit Unions

8

TRAINING SESSIONS ON:

- Types and dynamics of elder abuse
- Risk factors for victims and perpetrators
- Factors affecting willingness to report
- Impact of financial exploitation
- The aging process
 - Physiological
 - Psychological
 - Dementia
- Capacity
 - What should courts keep in mind
 - Capacity in the legal context
 - Reviewing capacity assessments

9

TRAINING SESSIONS, CONT'D

- Elder Abuse and the Courts
 - Appointing counsel
 - Undue influence; warning signs
 - Power of Attorney abuse
 - Indicators, what to ask
- Court Responses to Elder Abuse
 - Suggested case handling
 - Communicating with older adults in the courtroom
 - Methods of obtaining testimony
 - Crafting effective orders
 - Considerations for criminal and civil courts
 - Enforcing orders
- New York State laws concerning elder abuse

10

ELDER JUSTICE NAVIGATOR PROJECT ELDER ABUSE DESK GUIDE FOR JUDGES AND COURT STAFF

- A tool for identifying elder abuse, locating substantive law, practical considerations for courts, and community resources

11

REFERRAL PROCESS To the Elder Justice Navigator Project

12

REFERRAL CRITERIA

- Any older adult appearing in any of the Chautauqua County courts is eligible for referral to the project.
- The project aims to assist individuals 60 and over.*

* The project does not expect judges and court staff to enquire into litigant age, and asks the courts to refer any older adults who might be victims of maltreatment.

13

REFERRAL PROCESS

First:

- Simply provide the older adult with the Elder Justice Navigator Project informational materials provided to your court by the Project.

Then:

- Email kfeser@elderjusticenyc.org at the Center for Elder Law and Justice to indicate that a referral has been made.
- The email can provide the older adult's identifying information if, in the discretion of the court, providing such information is appropriate.

14

INFORMATIONAL MATERIALS FOR REFERRING ORGANIZATIONS

- Rack Cards
- Business Cards
- Referral Criteria Poster
- Referral Forms
- Referral Information Spreadsheet



15

INTAKE PROCESS

- Global Assessment of the referred person's situation by the EJNP social worker and civil legal services attorney
 - What are the individual's legal needs and desires?
 - What are their social service needs?
 - Should this case be brought before the EMDT?
 - What barriers to accessibility is the individual facing?

16



PANEL

Showcasing the Strength of Rural Communities

PRESENTATION

The Minnesota Elder Justice Center

PRESENTER

Marit Anne Peterson



The Minnesota Elder Justice Center

MISSION: Mobilizing communities to prevent and alleviate the abuse, neglect and financial exploitation of older and vulnerable adults.

Focus on:

- Public Awareness
- Professional Education
- Public Policy
- Direct Service Advocacy

MINNESOTA ELDER JUSTICE CENTER

1

Statewide Engagement Across Systems

Criminal Justice Systems Manager role

- Training within criminal justice systems: law enforcement; prosecution; judges; traditional DV/SA providers and partners
- Curriculum development and collaboration – training team
- MDT to CCR project coordinator
- Statewide law enforcement policy to protocol project

MINNESOTA ELDER JUSTICE CENTER

2

Statewide Engagement Across Systems

- Minnesota Elder Justice Center Partners meetings
- Collaboration with AARP and BBB
- WINGS partnerships with MN DHS, VOA, LSS, MN Judicial Branch
- Financial Services Curriculum Team
- Solos Stakeholders

MINNESOTA ELDER JUSTICE CENTER

3



PANEL

Showcasing the Strength of Rural Communities

PRESENTATION

Adult Protective Services in Rural Communities

PRESENTER

Bill Benson

bill.benson@napsa-now.org

301-933-6492

www.napsa-now.org





APS in Rural Communities

Bill Benson
National Policy Adviser, NAPSA



1

About NAPSA

- Formed in 1989 as a national association for adult protective services (APS) professionals.
- Strengthen APS via:
 - Education
 - Research
 - Advocacy
- Also the home to **NIEFE** (National Institute on Elder Financial Exploitation)



2

About APS

- Civil investigations of reports of abuse, neglect, self-neglect and exploitation
- 64% of APS are state-administered, 15% are county-administered, and 21% are administered various other ways
- Serves as a victim-focused, social services response



3

APS ≠ APS – Variations Among States

- No common national definition of who is served nor what services they receive
- Residence of victim — APS investigates in:
 - Community: 100% of states
 - Facilities: 50% of states
- Eligibility for APS response:
 - 42 states: all adults with disabilities age 18+
 - Some states: age 60+ only, or must be age 60+ and meet the state definition of “vulnerable”



4



Showcasing the Strength of Tribal Communities

This panel showcased promising practices used by elder justice professionals for responding to elder abuse in tribal communities.

MODERATOR

Ron Parsons*, United States Attorney for the District of South Dakota

PANELISTS

Robert Blancato*, President, Matz, Blancato and Associates, and National Coordinator, Elder Justice Coalition

Jacqueline Gray, Director, National Indigenous Elder Justice Initiative (NIEJI), Center for Rural Health, University of North Dakota School of Medicine and Health Sciences

Marcia Hall*, Adult Protection Services Representative, Shoshone-Bannock Tribes, Fort Hall, Idaho

Cynthia LaCounte*, Director, Office for American Indian, Alaska Native & Native Hawaiian Programs, Administration for Community Living/Administration on Aging, Department of Health and Human Services

Wilson Wewa*, Senior Wellness Coordinator, Warm Springs Tribe, Oregon

** No presentation*



PANEL

Showcasing the Strength of Tribal Communities

PRESENTATION

National Indigenous ElderJustice Initiative (NIEJI): Using NIEJI as a Resource

PRESENTER

Jacqueline Gray

Jacqueline.gray@und.edu

701-777 6780



Toll free: 855 834 1572

E mail: info@nieji.org

Website: <http://www.nieji.org>



National Indigenous Elder Justice Initiative (NIEJI): Using NIEJI as a Resource

Rural and Tribal Elder Justice Summit

Jacque Gray, NIEJI Director
November 14, 2018

"Restoring respect and dignity by honoring Indigenous elders"

1



NEIJI Resources

- ❖ **Elder Abuse**
Types of elder abuse and the warning signs
- ❖ **Tribal Elder Protection Team Toolkit**
A step-by-step guide for developing a successful model for addressing elder abuse in Indian Country
- ❖ **News & Events**
News, events, conference and seminars
- ❖ **Publications**
Newsletter articles, research reports and other documents
- ❖ **Presentations**
Presentations/poster presentations from related meetings and conference
- ❖ **Product Examples**
Items created by elder abuse prevention grantees
- ❖ **Websites & Tools**
Related websites

2



NIEJI

- ❖ State/Tribal Hotline Map
- ❖ Training: Online Interactive Modules
 - Elder Abuse
 - Financial
 - Social Services
 - Caregiving
 - Policy
 - Healthcare **NEW!**
 - Legal **NEW!**
- ❖ NIEJI Innovation Grant
 - Native Elder Abuse Innovation Awards
 - Native Elder Maltreatment Survey

3



Resources • Elder Abuse Codes • State/Tribal Hotlines • Training • Innovation

Restoring respect and dignity by honoring Indigenous elders

National Indigenous Elder Justice Initiative

Most cases of elder abuse are undetected, under reported, and unresolved resulting in injury, financial decimation, and even death. The National Indigenous Elder Justice Initiative (NIEJI) was created to address the lack of culturally appropriate information and community education materials on elder abuse, neglect, and exploitation in Indian Country.

Elder Abuse Warning Signs

- Learn more about the [types of abuse and the warning signs](#)



Native Elder Protection Team Toolkit

A [step-by-step guide](#) for developing a successful model for addressing elder abuse in Indian Country. The [Toolkit](#) is designed to help you identify and implement a tribal elder protection team.

Online Interactive Education

- Caregiving
- Elder Abuse
- Financial Information
- Healthcare
- Legal
- Policy
- Social Services



[Learn more](#)

Upcoming Events

- [American Indian Health Research Conference: Grand Forks, North Dakota](#)
October 20
- [Title VI Cluster Training: Phoenix, Arizona](#)
October 23-24

Elder Maltreatment Survey

Offers assistance to American Indian tribes, Alaskan Villages, and Hawaiian Homesteads in the collection of data on elder abuse in their communities.

[Learn more](#)

Certificate Program

The [National Adult Protective Services Certificate Program](#) has training materials that will improve the safety of vulnerable adults and persons with disabilities who are victims of abuse, neglect, or exploitation.

4

The screenshot shows the NIEJI website's Publications page. The header includes the NIEJI logo and navigation links for Resources, Elder Abuse Codes, State/Tribal Hotlines, Training, and Innovation. The main content is organized into three columns: Other Resources (Elder Abuse, EPT Toolkit, News & Events, Publications, Presentations, Product Examples, Websites & Tools), Publications (listing various reports and fact sheets with authors and dates), and Grant Opportunities (listing U.S. Dept. of Justice and Rural Health Information Hub grants).

5

Presentations

- ❖ What is Elder Abuse?
- ❖ Financial Exploitation, Fraud, & Identity Theft
- ❖ NIEJI Resources
- ❖ Tribal EPT Toolkit
- ❖ Developing an Elder Protection Code
- ❖ Elder Abuse and Grandparent Abuse
- ❖ Research on Elder Abuse in Indian Country
- ❖ And others

6

Poster, fact sheets, place mats

This slide displays three educational materials from NIEJI:

- Don't let your money fly away:** A word search puzzle with the word 'ELDER' and 'FIND' hidden in the letters.
- Spot scams from a mile away:** A fact sheet with a word search and a list of common scam indicators like 'too good to be true' and 'pressure to act quickly'.
- Ways to Love Our Elders:** A large poster with a list of 50 ways to show love and respect to elders, such as 'Listen', 'Be Proud of them', and 'Help them get dressed for the day'.

7

NIEJI Training Modules

- ❖ Legal
- ❖ Policy
- ❖ Financial Exploitation
- ❖ Health Care
- ❖ Social Services
- ❖ Caregivers

The slide also features a thumbnail image of the NIEJI Online Interactive Educational Modules interface, showing the NIEJI logo and the title 'National Indigenous Elder Justice Initiative Online Interactive Educational Modules'.

8



NIEJI Innovation Grant

NIEJI > Innovation Grant

NIEJI Innovation Grant

NIEJI Innovation Grant is focused upon development of innovative ways to address the issue of elder abuse among American Indian, Alaska Native, and Native Hawaiian programs.

The NIEJI Innovation Grant provides opportunities for tribes to:

- Develop elder abuse protection programs
- Gather tribal data about elder abuse in Indian Country
- Produce additional training modules for professionals on working with elder abuse in Indian Country

Opportunities

- [Native Elder Abuse Innovation Awards 2017 Announcement \(RFP\)](#)
- [Elder Maltreatment Survey](#)



NIEJI Innovation Grants

Cycle 1

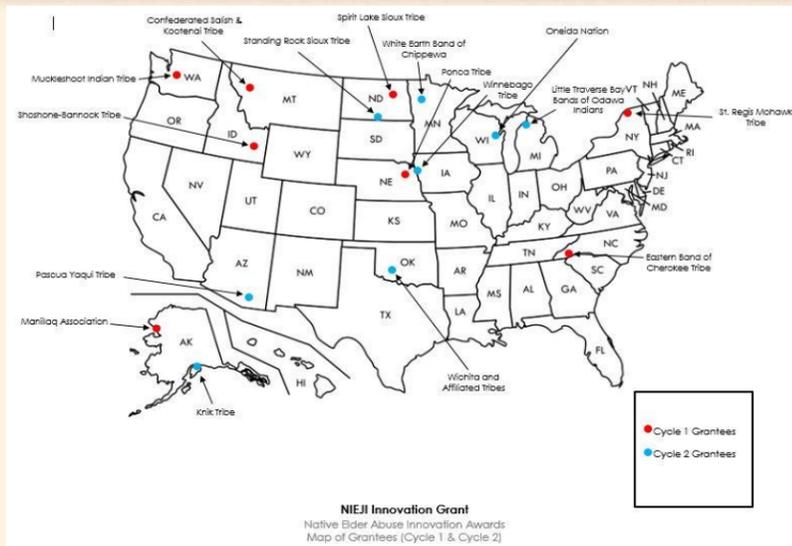
- ❖ Confederated Salish & Kootenai Tribes (MT)
- ❖ Eastern Band of Cherokee (NC)
- ❖ Maniilaq Association (AK)
- ❖ Muckleshoot Tribe (WA)
- ❖ Ponca Tribe (NE)
- ❖ St. Regis Mohawk Tribe (NY)
- ❖ Shoshone-Bannock Tribe (ID)
- ❖ Spirit Lake Tribe (ND)

Cycle 2

- ❖ Knik Tribe (AK)
- ❖ Little Traverse Bay Band of Odawa Indians (MI)
- ❖ Oneida Nation (WI)
- ❖ Pascua Yaqui Tribe (AZ)
- ❖ Standing Rock Sioux Tribe (ND/SD)
- ❖ White Earth Band of Chippewa (MN)
- ❖ Wichita & Affiliated Tribes (OK)
- ❖ Winnebago Tribe (NE)



Innovation Grantees



Native Elder Maltreatment Survey

Money Mules and Elder Financial Exploitation

This panel called attention to the role that “money mules” play in facilitating elder fraud schemes and discussed a novel Department of Justice initiative to reduce their participation in such schemes.

MODERATOR

James Burnham*, Deputy Assistant Attorney General,
Consumer Protection Branch, Department of Justice

PANELISTS

Gustav Eyster*, Acting Director, Consumer
Protection Branch, Department of Justice

Michael C. Galdo*, Assistant United States
Attorney, Western District of Texas

Clayton Gerber*, Postal Inspector/Team Leader,
DOJ Fraud Team, US Postal Inspection Service

Aaron J. Seres*, Assistant Section Chief,
Federal Bureau of Investigation

Monica Tait*, Assistant United States
Attorney, Central District of California

** No presentation*





National Rural Health Day



SPEAKER

Tammy Norville

Technical Assistance Director,
National Organization of State
Offices of Rural Health

tammyn@nosorh.org

We're Transforming
NRHD
FROM A DAY TO A MOVEMENT

November 15, 2018 #powerofrural
National Rural Health Day
IT'S NOT JUST A DAY, IT'S A MOVEMENT.

NOSORH
National Rural Health Day | November 15, 2018

NOSORH Plans for NRHD 2018

COMMUNITY STARS
Nominate a Leader in Rural Health
INNOVATION
NOMINATE TODAY!
#powerofrural | powerofrural.org

#PowerofRural
Hear from voices of rural health!
WEBINAR GUEST SPEAKERS
National Rural Health Day

#powerofrural
HOST A WALK
NOVEMBER 15, 2018
Sign up - powerofrural.org

Save the Date
AWARDED
NOSORH'S RURAL HEALTH PROGRAM OF THE YEAR
NATIONAL RURAL HEALTH EDUCATION FUND

#PowerofRural

Walk with a Doc

- Register a walk & find more info at www.powerofrural.org/walk-with-a-doc/
- Share with rural primary care providers, hospitals, and health clinics in your state!

#PowerofRural

TODAY - Social Media

Follow @NOSORH on Facebook & Twitter

#PowerofRural

Social Media Library



Downloadable social media graphics available in toolkit for Twitter, FB & Instagram!



#PowerofRural



Social Media



- Tag @NOSORH in posts, retweet, like and share NOSORH/NRHD posts
- Engage by commenting on posts and Tweets
- Always use **#PowerofRural** and encourage others to do the same!



#PowerofRural



Remember -

It's not just a Day
It's a Movement



#PowerofRural



Remember -

It's not just a tag line
It's a way of life



#PowerofRural





Harnessing the Power of Technology to Respond to Elder Abuse in Rural and Tribal Communities

This panel explored how technology can be used to expand access to services and to enhance the ability of elder justice professionals to respond to elder abuse.

MODERATOR

Bryan Schroder*, United States Attorney for the District of Alaska

PANELISTS

Jason Burnett, Co-Director, Texas Elder Abuse and Mistreatment Institute-Forensic Assessment Center Network (TEAM-FACN), The University of Texas Health Science Center at Houston

Andrew Broderick, Director, Research Center, Public Health Institute

Bob Bullock, Senior Counsel, Office of Tribal Justice, Department of Justice

Alex Glazebrook, Director of Operations, Older Adults Technology Services

** No presentation*



PANEL

Harnessing the Power of Technology
to Respond to Elder Abuse in
Rural and Tribal Communities

PRESENTATION

TEAM Forensic Assessment Center Network

PRESENTER

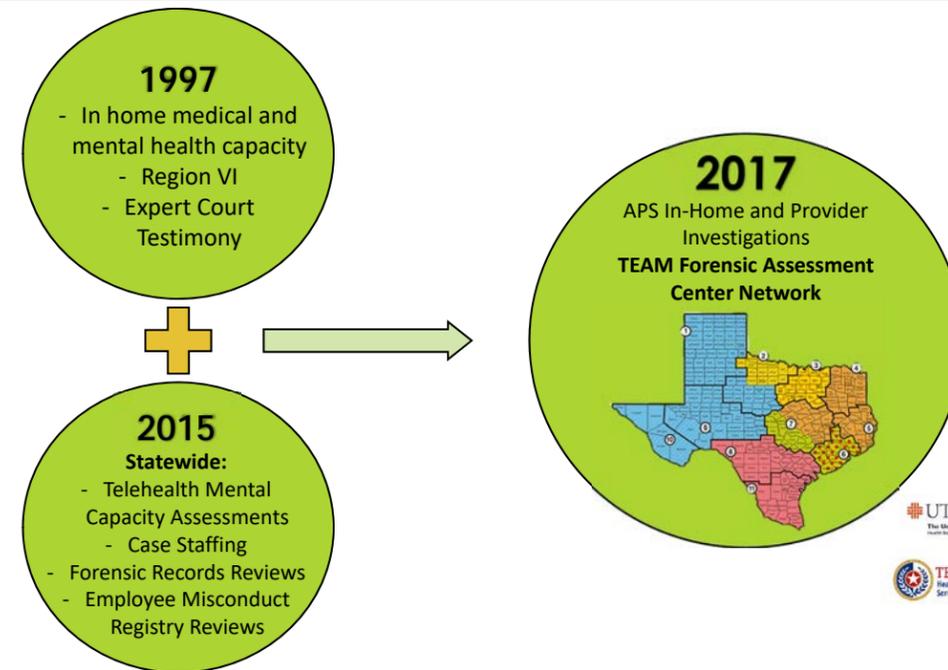
Jason Burnett



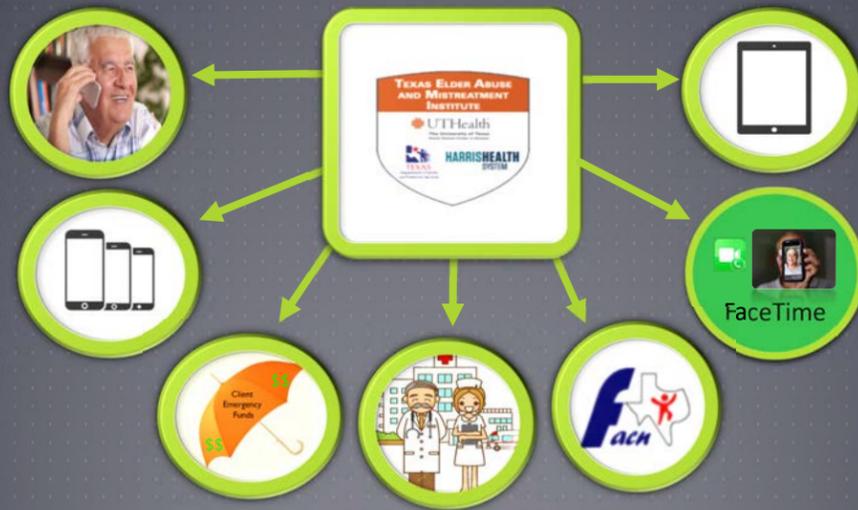
TEAM Forensic Assessment Center Network

JASON BURNETT, CO-DIRECTOR (TEAM-FACN), THE UNIVERSITY OF TEXAS HEALTH SCIENCE CENTER AT HOUSTON

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3

the Forensic Assessment Center Network

FacN Home | About FACN | Consultations | Training | Partners | Resources | Contact FACN | >Login

Promoting health and safety for children and adults who are suspected victims of abuse, neglect or exploitation.

FACN Online

FACN website will be down for maintenance Friday, Aug 24, 2018 from 5:00pm - 11:00pm. We apologize for the inconvenience.

APS has joined FACN! Click on the Training tab to learn more about the system upgrades.

DFPS • Physicians & Coordinators

User Name or Email
Password
Remember Me [] Login

If you are logging in as a DFPS user your usernames and password are the same ones used to access IMPACT

If you are a DFPS employee and unable to access the FACN site, contact us at FACN@dfps.state.tx.us.

www.facntx.org
<https://test.facntx.org>

4

Benefits of the Web-based Portal

- ▶ User friendly and designed to capture and house already collected APS investigation data
- ▶ HIPAA compliant (i.e. sensitive data secure)
- ▶ It allows assessors to be anywhere in the state
- ▶ Similar to an electronic medical record
- ▶ Data storage for research purposes

5

Real time audio visual interactive technology (FaceTime)

- ▶ Real time audio visual interactive communication between the physician, the patient/client and the APS specialist
- ▶ FaceTime via Ipads and Iphones used for this – encrypted and not recorded - secure
- ▶ The long-distance evaluations are done in the same manner as in-person evaluations

6



PANEL

Harnessing the Power of Technology
to Respond to Elder Abuse in
Rural and Tribal Communities

PRESENTATION

Overview of Tribal Access Program for National Crime Information (TAP)

PRESENTER

Bob Bullock



<https://www.justice.gov/tribal/tap>




Overview of Tribal Access Program for National Crime Information (TAP)



Department of Justice
Office of the Chief Information Officer

WEB: www.justice.gov/tribal/tap
EMAIL: TRIBALACCESS@USDOJ.GOV

1



Background

Federal law:

- Both Violence Against Women Act (VAWA) 2005 and Tribal Law and Order Act (TLOA) of 2010 provide authorization for tribal law enforcement agencies to access national crime information databases

Challenges:

- Tribal participation in national criminal justice information sharing depends upon state regulations, statutes, and policies in which tribal land is located
- Tribes may face barriers to accessing and entering information into national crime information databases via state networks

Tribal Access Program for National Crime Information | Ensuring the Exchange of Critical Data

2



Risk of Inconsistent Access & DOJ Action

- Inconsistent access impacts both tribal and non-tribal jurisdictions
- If Tribal criminal justice community can't contribute to national crime databases - tribal records are unavailable to other jurisdictions
- Responding officers, victims, and entire communities are at risk
- TAP expands access to all national crime information databases to all authorized tribal civil and criminal justice agencies

Tribal Access Program for National Crime Information | Ensuring the Exchange of Critical Data

3



Tribal Access Program - TAP

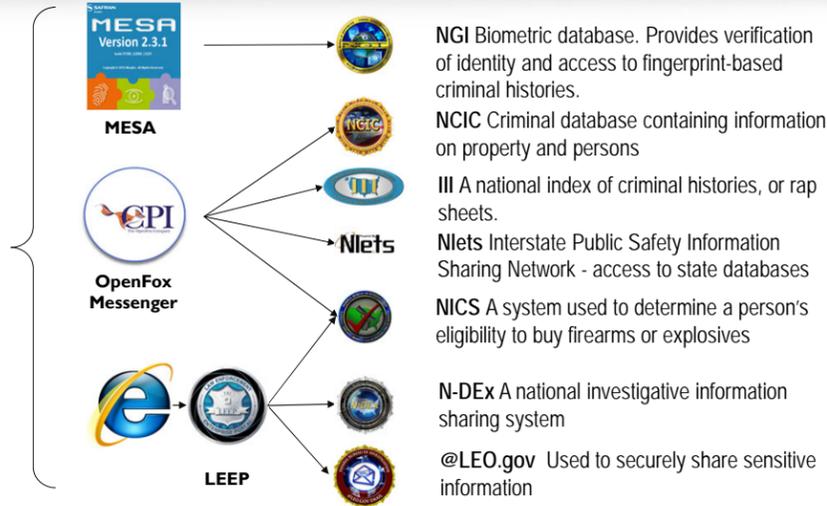
- DOJ launched the TAP in 2015
- Managed by the DOJ Chief Information Officer but is a collaboration with Office of Tribal Justice, SMART, COPS, FBI CJIS, and tribes
- TAP is composed of three elements:

ACCESS	TECHNOLOGY	TRAINING
<p>DOJ serves as the CJIS Systems Agency (CSA) for federally recognized tribes:</p> <p>DOJ assumes responsibility for granting network access, extending the model used by federal agencies to tribes.</p> <p>DOJ ensures security training (i.e., personnel, IT, and physical), on-boarding/vetting (agency and individual users), training and testing, and auditing.</p>	<p>DOJ provides integrated workstations:</p> <p>Workstations feature a computer, palm/fingerprint scanner, camera, flatbed scanner, and printer to provide access to and enter data into national crime information systems.</p>	<p>DOJ provides enhanced training and assistance:</p> <p>TAP provides online and in-person training; assists tribes in analyzing needs and identifying/providing appropriate solutions to maximize the value of national crime information.</p>

Tribal Access Program for National Crime Information | Ensuring the Exchange of Critical Data

4

Technology: TAP Kiosk Workstation



Tribal Access Program for National Crime Information | Ensuring the Exchange of Critical Data

5

Criminal Justice Agencies



- Document tribal arrests and tribal court dispositions
- Access to investigative records to include DOJ Components
- Access unclassified criminal and national security intelligence products
- Access officer safety-related information including gang members & known or suspected terrorists
- Prevent guns from being transferred to prohibited persons
- Enter No Contact Orders
- Secure, encrypted email to exchange sensitive information
- Search and enter information about persons and property

Agencies include:

Law Enforcement / Police Departments
Criminal Courts
Prosecutors Office
Pretrial Services
Corrections
Parole and Probation

Tribal Access Program for National Crime Information | Ensuring the Exchange of Critical Data

6

Civil Agencies



- Register Sex Offenders
- Perform Background Investigations of persons having contact or control over Indian Children
- Respond to or investigate allegations of abuse, neglect, & exploitation of children
- Perform Background Investigation on public housing
- Enter Orders of Protection

Agencies include:

Civil Courts
Tribal Public Housing
Child Protective Services
Head Start Program
Children's Social Services (e.g. Foster Care)

Tribal Access Program for National Crime Information | Ensuring the Exchange of Critical Data

7

Success Stories and Numbers



- Located the suspect in the kidnapping of a vulnerable adult and recovered the victim safely by accessing investigative reports from other jurisdictions
- Able to identify an unknown deceased individual through fingerprints
- Stopped a known drug user with mental problems who was found incompetent to stand trial from purchasing a weapon
- Prevented a person convicted of DV from purchasing a firearm after PD identified an imminent threat to former spouse
- A tribe entered all their Orders of Protection via TAP into national systems since the state required victims to take the orders to the county Sheriff for entry
- 47 tribes in the first 3 years, and just selected an additional 25 tribes

Tribal Access Program for National Crime Information | Ensuring the Exchange of Critical Data

8



PANEL

Harnessing the Power of Technology
to Respond to Elder Abuse in
Rural and Tribal Communities

PRESENTATION

Digital Literacy and Rural Elders

PRESENTER

Alex Glazebrook



Digital Literacy and Rural Elders

Rural & Tribal Elder Justice Summit
November 15, 2018



1

What We Do

- Engage
Meaningful participation
- Train
Age-appropriate programs – Adult Learning Theory
- Support
Consistency, patience, availability, transparency



2

OATS 2004-2009: Redesigning Technology Access

- Training
- Technology labs
- Personnel
- Funding



3



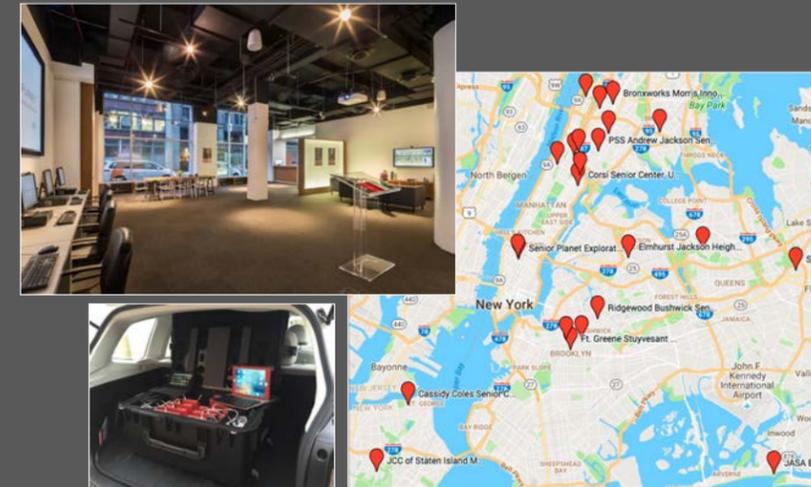
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2010 – 2013: Strategy in Action

- Senior Planet Exploration Center
- SeniorPlanet.org
- Connected Communities
- technology labs
- mobile training

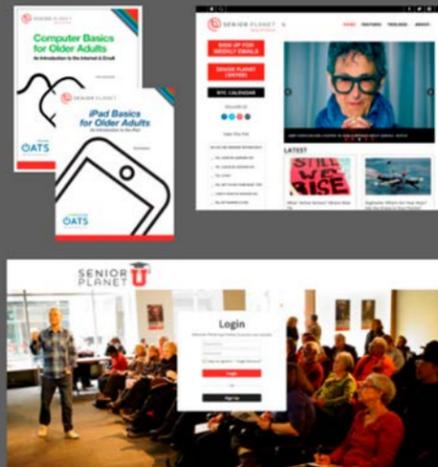


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Senior Planet Exploration Centers
SeniorPlanet.org
Senior Planet Training Programs
“Senior Planet U”



7

2013-2017: Engineering Change

- focus on impact areas
- metrics project
- **rural communities**
- public housing
- corporate partnerships



8



9

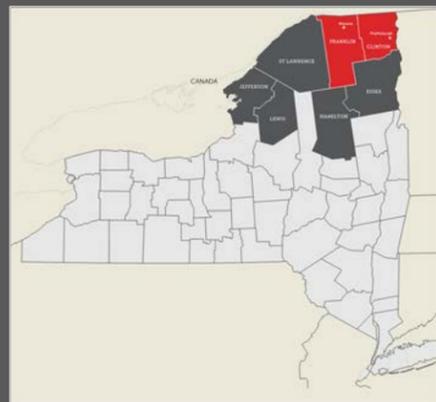
Senior Planet North Country *Rural Upstate New York*

- Expanded our work to northern NY State in 2015
- Seven counties that border Canada
- Truly rural – dispersed communities, lack of resources, difficult terrain



10

Making Rural Seniors a Priority



11

Senior Planet North Country Components

- Live training in 7 towns, including Plattsburgh and Malone, NY
- The “Tech Spot”
- Senior Planet @ Home – serving those with mobility impairment



12

Our Rural Statistics

- Enrollment: 1100 (15% of eligible population)
- Median Age: 73
- With Disability: 40%
- Living Alone: 35%
- 83% reported QOL increased
- 40% purchased device
- 33% signed up for broadband
- 99% Net Promoter Score



13

The Future of Rural Technology Programs for Seniors

- The model is replicable to other states and rural settings
- The federal government should adopt the USDA's recommendation of securing digital connectivity across rural America
- Technology should be used to empower older adults in rural geographies



14



15



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22



23

Thank You!



Alex Glazebrook, MSW
Director of Operations
seniorplanet.org
oats.org



24



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Harnessing the Power of Technology
to Respond to Elder Abuse in
Rural and Tribal Communities

PRESENTATION

Harnessing the Power of Technology to Respond to Elder Abuse in Rural and Tribal Communities

PRESENTER

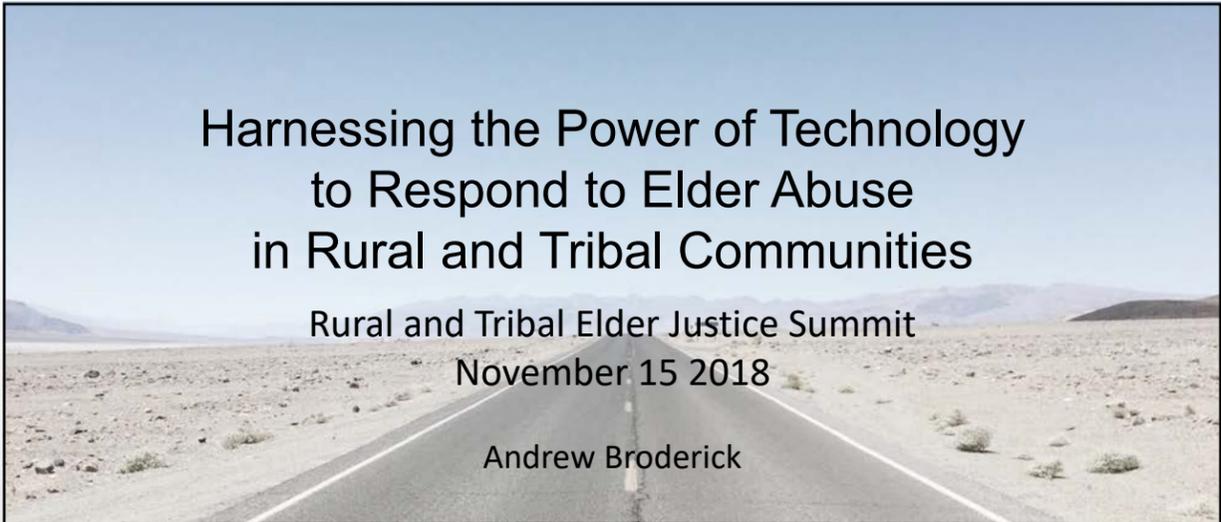
Andrew Broderick



Harnessing the Power of Technology to Respond to Elder Abuse in Rural and Tribal Communities

Rural and Tribal Elder Justice Summit
November 15 2018

Andrew Broderick



tivity HEALTH

StDavid's FOUNDATION
Consumer Technology Association FOUNDATION

May & Stanley Smith Charitable Trust

GIA Grantmakers In Aging

CITRIS BANATAO INSTITUTE

1

BEYOND HERE & THERE

Transforming Mobility in Rural America through New Technology



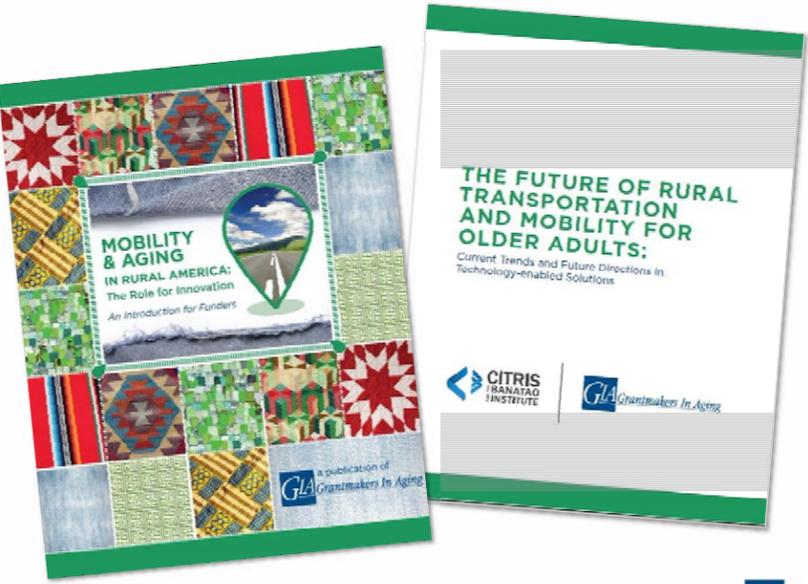
May 2–3, 2018
Berkeley, CA

A Working Summit for Leaders in Transportation, Technology, Rural Aging, and Philanthropy

GIA Grantmakers In Aging

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2



GIA Grantmakers In Aging

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Source: U.S. Census

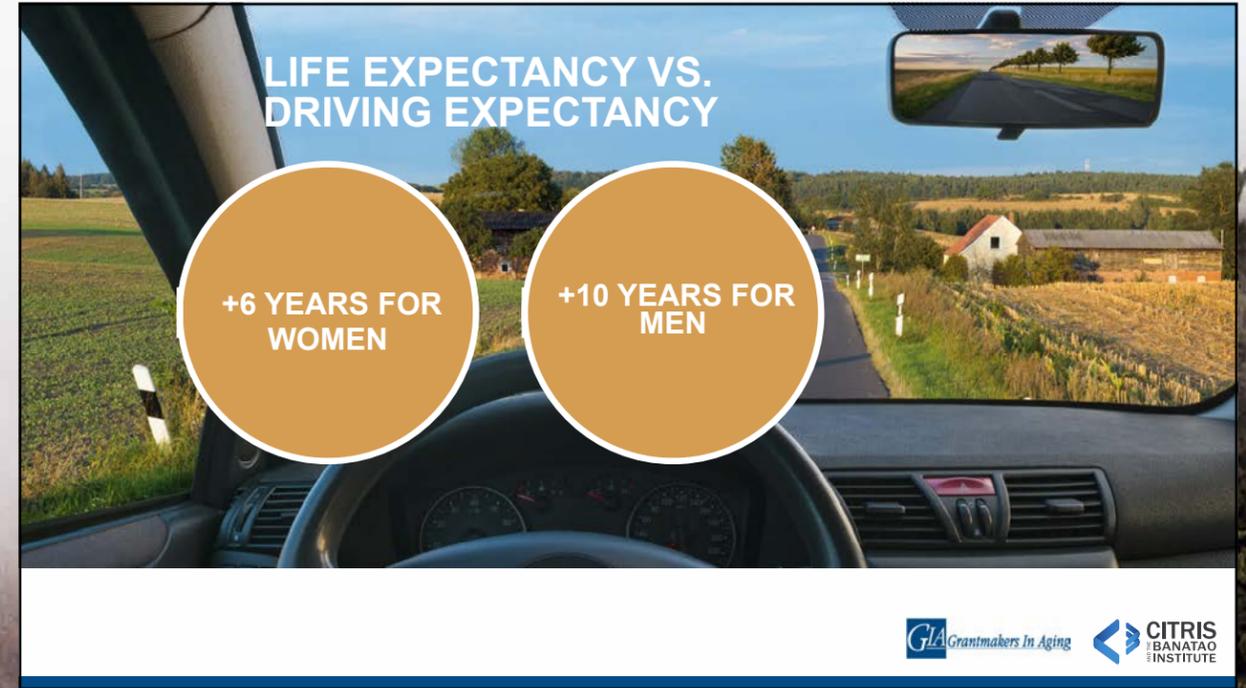
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5



6

Why Mobility Matters

- Independence
- Social Determinant of Health
- Age-friendly Community Indicator
- Basic Human Right



7



8

DRONES ARE JOINING THE UPS FLEET

Logos: **GIA Grantmakers In Aging**, **CITRIS BANATAO INSTITUTE**

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**What's possible now?
Driving longer safely
Future tech-driven options**

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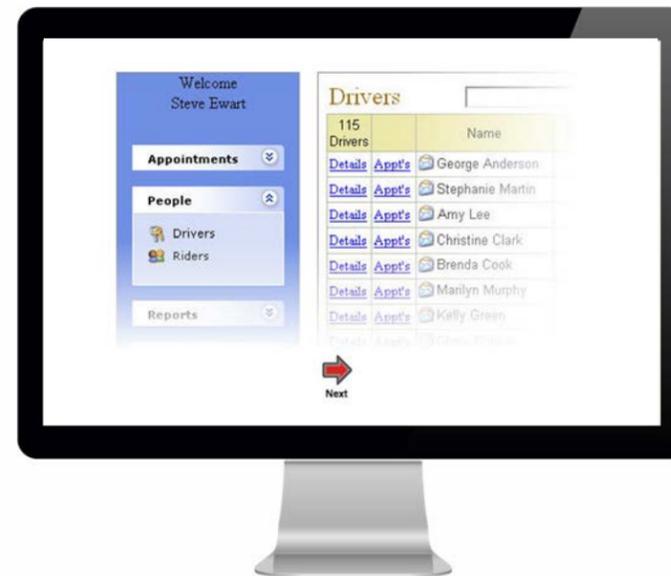
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AccessibleOlli



Toyota e-Palette

The image displays six Toyota e-Palette vehicles arranged in two columns. The top row shows two vehicles: one with 'REAL E-COMMERCE' branding and another with 'FAB LAB' branding. The bottom row shows two vehicles: one with 'Pizza' branding and another with 'LOGISTICS' branding. Each vehicle is shown from a top-down perspective and a side profile view, highlighting its compact, boxy design and large windows.

25

Intelligent Transportation Systems

The diagram illustrates the components of Intelligent Transportation Systems (ITS). It features a central intersection with various vehicles and infrastructure. Key components labeled include:

- SATELLITE COMMUNICATIONS**: Represented by a satellite in the sky.
- TERRESTRIAL BROADCAST**: A tower on the left.
- MOBILE**: A building in the center.
- ITS-G5**: A vehicle-to-vehicle communication system.
- Safety Systems**: A road with a car and a truck.
- Navigation**: A car with a navigation system.
- Adaptive Cruise Control**: A car on a road.
- Vehicle-to-Vehicle**: Two cars communicating.
- Fleet Management**: A truck and a car.
- Travel Assistance**: A car on a road.
- Toll Collection**: A road with a toll booth.
- Traffic Signs**: A road with traffic signs.
- WLAN**: A building with a wireless network.
- Trip Planning**: A car on a road.
- Passenger Information**: A lighthouse on the right.
- Intermodal Communications**: A train and a boat.

26

Mobility as a Service (MaaS)

The diagram illustrates the Mobility as a Service (MaaS) framework. It features a central 'MOBILITY OPERATOR' box connected to various services:

- CAR SHARING**: A car icon.
- RECYCLE SHARING SYSTEM**: A bicycle icon.
- PERSON TO PERSON CAR RENTAL**: A car icon.
- FLEET & RIDE SHARING**: A car icon.
- AUTONOMOUS TRANSPORT SYSTEM**: A car icon.
- PERSONAL TRAVEL PLANNER**: A smartphone icon.
- SMART PAYMENT SYSTEM**: A smartphone icon.
- SMART PARKING**: A car icon.
- ROAD USER CHARGING**: A car icon.
- CONNECTED VEHICLES**: A car icon.
- E-CALL**: A car icon.
- TELECOMMUTING**: A person at a computer.
- E-HEALTH**: A person with a heart icon.
- E-LEARNING**: A person at a computer.
- E-GOVERNMENT**: A person at a computer.
- REAL-TIME TRAFFIC MANAGEMENT**: A car icon.
- CONNECTED TRAVELLER**: A person with a smartphone.

 Below the services, a 'MY MOBILITY SERVICES' section lists:

- SERVICE PLATFORM
- TRANSPORTATION
- FLEET
- INFRASTRUCTURE

27



Tools and Resources to Combat and Report Elder Financial Exploitation

This session showcased available tools to combat elder financial exploitation, including web modules, databases, trainings and guides.

MODERATOR

Matt Dummermuth, Principal Deputy Assistant Attorney General, Office of Justice Programs, Department of Justice

PANELISTS

Kati Daffan, Assistant Director, Division of Marketing Practices, Federal Trade Commission

Naomi Karp, Senior Policy Analyst, Office for Older Americans, Bureau of Consumer Financial Protection

Julie Schoen, Deputy Director, National Center on Elder Abuse, Keck School of Medicine at USC

Andy Mao, Coordinator, Elder Justice Initiative, Department of Justice



PANEL

Tools and Resources to Combat and Report Elder Financial Exploitation

PRESENTATION

Office of Justice Programs

PRESENTER

Matt Dummermuth





OJP MISSION

- The Office of Justice Program’s mission is to advance the DOJ’s law enforcement mission by supporting cooperative, state, local, and tribal public safety efforts. OJP is the primary grant funding, research, and statistical arm of the Department of Justice.
- In Fiscal Year 2018, OJP awarded almost 4,000 grants totaling nearly \$6 billion to support a range of law enforcement, criminal justice, juvenile justice, and victim service programs.
- Some of our top priorities are reducing violent crime, combating the opioid crisis, fighting human trafficking and child exploitation, and serving victims across the spectrum, including seniors.

WWW.OJP.GOV

1



OJP COMPOSITION

OJP is made up of six program offices. These are the components that administer the grants and underwrite our research and statistical functions:

-  1. Bureau of Justice Assistance
Provides funding and training to state, local, and tribal law enforcement and other justice personnel
-  2. Bureau of Justice Statistics
Collects, analyzes, and reports nationwide criminal justice statistics, including crime and crime victims
-  3. National Institute of Justice
Provides funding and manages DOJ’s research, evaluation, and technology programs

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OJP COMPOSITION (con’t)

-  4. Office of Juvenile Justice and Delinquency Prevention
Provides funding and training for juvenile justice and child protection programs
-  5. Office for Victims of Crime
Provides funding and training for thousands of local victim assistance programs and state victim compensation programs
-  6. Sex Offender Sentencing, Monitoring, Apprehending, Registering, and Tracking
Helps state and local jurisdictions register and track sex offender

WWW.OJP.GOV

3



PANEL

Tools and Resources to Combat and Report Elder Financial Exploitation

PRESENTATION

Tools to Combat and Report Elder Financial Exploitation

PRESENTER

Kati Daffan

202 326 2727

kdaffan@ftc.gov



Report Fraud to the FTC

[FTC.gov/complaint](https://www.ftc.gov/complaint) or

[FTC.gov/queja](https://www.ftc.gov/queja)

1 877 FTC HELP

Tools to Combat and Report Elder Financial Exploitation

Kati Daffan, Division of Marketing Practices,
Bureau of Consumer Protection, FTC

Rural and Tribal Elder Justice Summit
November 15, 2018



1

Overview

- FTC 101
- Key Fraud-Fighting Tool: Consumer Sentinel Database
- New Public Interactive Data
- What Does the Data Tell Us?
- Other Free Resources from the FTC



Federal Trade Commission

2

Federal Trade Commission FTC.gov

- Nation's Consumer Protection Agency
 - Broad jurisdiction; unfair/deceptive acts or practices
- Member of Elder Justice Coordinating Council
- Headquarters in Washington, D.C.
 - **Regional offices:** New York, Atlanta, Cleveland, Chicago, Dallas, Seattle, Los Angeles & San Francisco



Federal Trade Commission

3

CONSUMER SENTINEL NETWORK

Law enforcement's source for consumer complaints

- Operated by the Federal Trade Commission
- Largest consumer complaint database
- 2.7 million reports in 2017
 - 49% included consumer age information
- New computer-based analytics can provide federal district-specific information



Federal Trade Commission

4

Sentinel Access

- Federal, State and Local Law Enforcement
- Civil and Criminal
- Including U.S. Attorney personnel



Federal Trade Commission

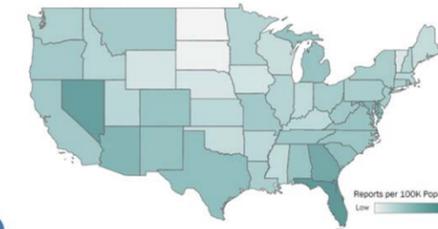
5

New Public Interactive Data Access

[FTC.gov/data](https://www.ftc.gov/data)

All Sentinel Reports
Year: 2018, Quarter: 3

Year: 2018 Quarter: 3



Fraud Facts

302,053
of Fraud Reports

\$343.9M
Total \$ Loss

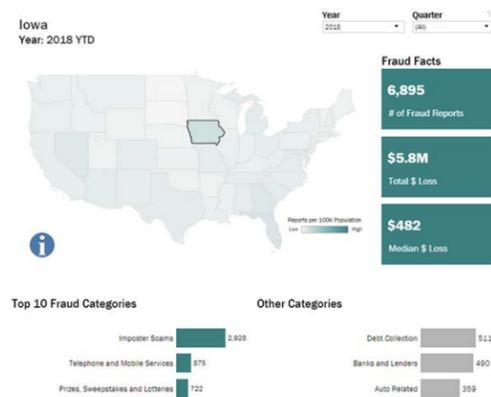
\$399
Median \$ Loss



Federal Trade Commission

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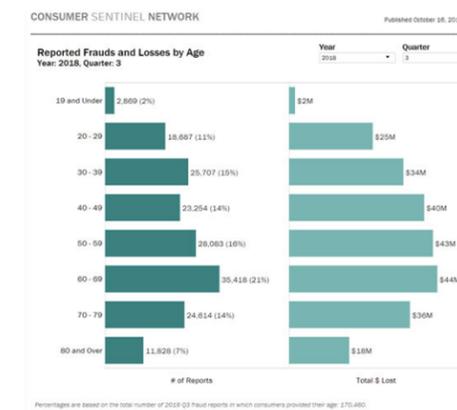
Interactive Dashboards



Federal Trade Commission

7

Interactive Dashboards



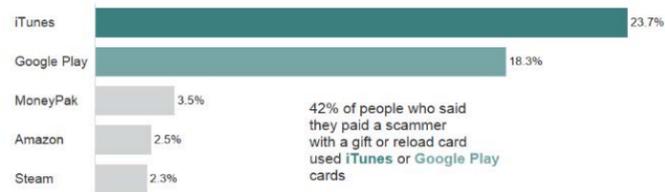
Federal Trade Commission

8

Consumer Protection Data Spotlight

FTC reporting back to you

When people report losing money to a scam:
26% now pay with a gift card or reload card
 compared to 7% in 2015

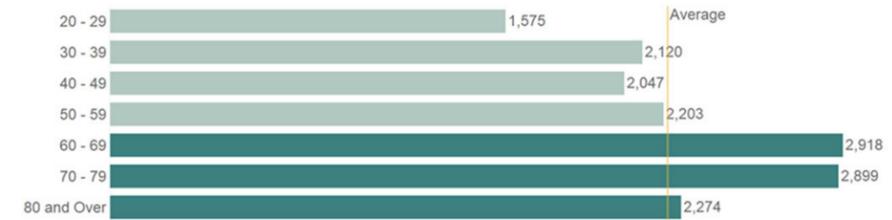


42% of people who said they paid a scammer with a gift or reload card used iTunes or Google Play cards



Federal Trade Commission

Consumer Fraud Reports per Million by Age

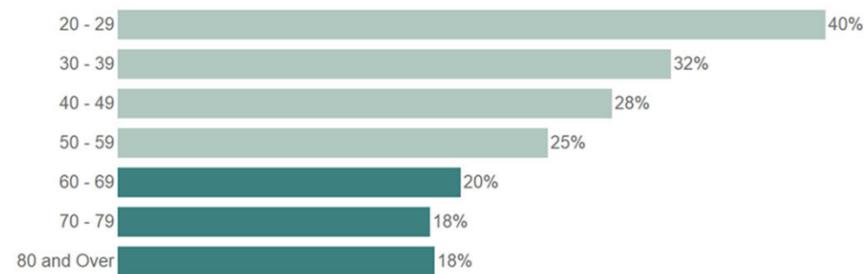


Number of Reports per Million Population by Age



Federal Trade Commission

Percentage of Reports Indicating a Monetary Loss by Age



Percentage Indicating a Fraud Loss by Age



Federal Trade Commission

Median Individual Monetary Loss Reported by Age

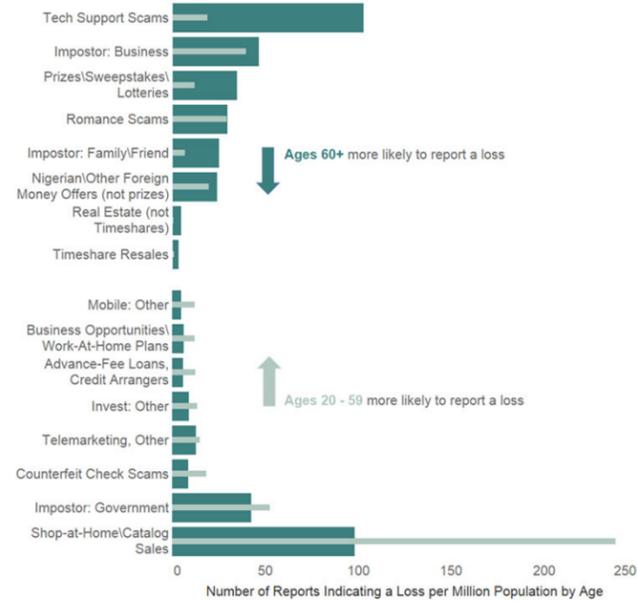


Median Loss by Age



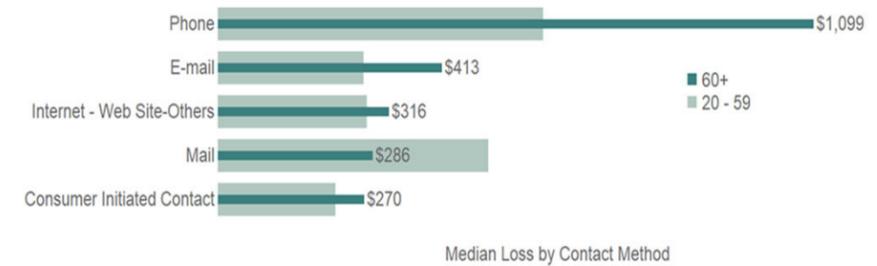
Federal Trade Commission

Seniors are more likely to report losing money to some specific types of scams



Federal Trade Commission

Median Loss Reports by Age and Method of Contact

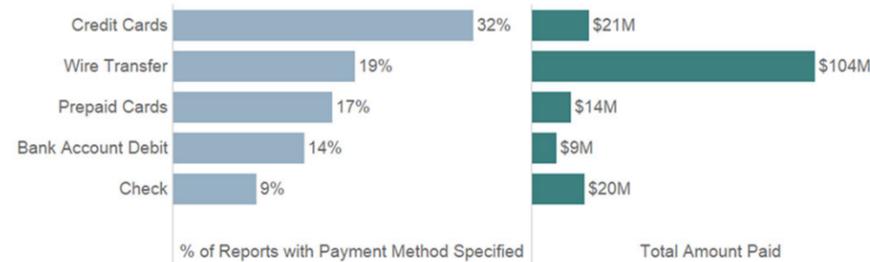


Median Loss by Contact Method



Federal Trade Commission

Top Payment Methods and Total Amount Paid (Ages 60 and Over)



Federal Trade Commission



Resources for Reaching Older Consumers



[FTC.gov/PassItOn](https://www.ftc.gov/PassItOn)
[FTC.gov/pasalo \(Spanish\)](https://www.ftc.gov/pasalo)



Federal Trade Commission

Keep up with the latest scams and share with your community



- Sign up for scam alerts at [FTC.gov/scams](https://www.ftc.gov/scams)
- Share these alerts on your website, in your newsletter or emails, or on social media



Federal Trade Commission

Resources for Reaching Older Consumers - State Webinar Series



[consumer.gov/statewebinars](https://www.consumer.gov/statewebinars)



Federal Trade Commission

Use and Share Free FTC Resources [FTC.gov/bulkorder](https://www.ftc.gov/bulkorder)



Federal Trade Commission

FTC Resources - Criminal Liaison Unit



Chief – Mark Glassman, clu@ftc.gov



Federal Trade Commission



PANEL

Tools and Resources to Combat and Report Elder Financial Exploitation

PRESENTATION

Tools to Combat and Report Elder Financial Exploitation

PRESENTER

Naomi Karp



Tools to Combat and Report Elder Financial Exploitation

Office of Financial Protection for Older Americans | November 15, 2018



1

Disclaimer

- This presentation is being made by a Bureau of Consumer Financial Protection representative on behalf of the Bureau. It does not constitute legal interpretation, guidance or advice of the Bureau of Consumer Financial Protection.
- Any opinions or views stated by the presenter are the presenter's own and may not represent the Bureau's views.

2

About the Bureau

The Bureau of Consumer Financial Protection (Bureau) regulates the offering and provision of consumer financial products and services under the Federal consumer financial laws, and educates and empowers consumers to make better informed financial decisions.

3

Office of Financial Protection for Older Americans

- We develop initiatives, tools, and resources to:



help protect older consumers from financial harm



help older consumers make sound financial decisions as they age

Learn more about us at consumerfinance.gov/older-americans

4

Managing Someone Else's Money guides



- Help for financial caregivers handling the finances for a family member or friend who is incapacitated
- Guides for four common types of financial caregivers:
 - Agents under a Power of attorney
 - Guardians and conservators
 - Trustees
 - Social Security and Department of Veterans Affairs (VA) representatives
- Available in English and Spanish
- State-specific guides: AZ, FL, GA, IL, OR, VA

5

What is a **fiduciary**?

Anyone named to manage money or property for someone else

6

What's a **power of attorney**?

- Legal document
- Mom made a power of attorney to give daughter legal authority to make decisions about money/property
- Daughter can make decisions if Mom is sick or injured
- Daughter is called the AGENT
- Health care power of attorney is different

7

What's a **rep payee**? What's a **VA fiduciary**?

- Government agency may appoint someone to manage Mom's benefits if she needs help managing those benefits
- Social Security Admin. calls that person a representative payee
- Dept. of Veterans Affairs calls that person a VA fiduciary
- Rep payees and VA fiduciaries only manage Mom's benefit checks – not other property, financial affairs or medical matters

8

What's a **guardian of property**?

- A court names someone to manage Mom's money and property if the court finds that she can't manage it alone
- Mom might also have a guardian of the person, if she can't make her own health care or other personal decisions
- Could be same or different person
- Different states, different terms – e.g. conservator, guardian of estate

9

What's a **trustee**?

- Trusts differ – we're talking about revocable living trusts
- Mom signs a legal document called a living trust, making son her trustee
- Mom transfers ownership of money and property to the trust
- Trustee can pay bills or make other financial and property decisions if Mom can no longer manage her money or property
- Beneficiaries receive money or property from the trust

10

Protecting individual from exploitation/scams

- Common signs of financial exploitation
- What to do if the individual has been exploited
- How to protect the individual from scams
- What to do if the person has been scammed
- Chart of common consumer scams

11

Money Smart for Older Adults

- An awareness program developed in collaboration with the FDIC.
- Content on common issues facing seniors, including how to identify a potential scam or fraud and other forms of exploitation
- Instructor-led curriculum
- Resource Guide available in bulk at no charge
- Content updated Sept. 2018
- Available in English and Spanish



12

Curricula Components

- The **Instructor Guide** is fully scripted enabling professionals from many disciplines to begin teaching the module right away.
- The **Resource Guide** is designed to support classroom instruction by providing key takeaways and can also be distributed to older persons and others on its own.
- The **PowerPoint** presentation that supplements classroom instruction.

13

MSOA Topics

- Common Types of Financial Exploitation
- Scams that Target Homeowners
- Scams Targeting Veterans
- Planning for Unexpected Life Events
- How to Be Financially Prepared for Disasters

14

Examples of Elder Financial Exploitation



Exploitation by an agent under a POA or person in another fiduciary relationship



Investment fraud and scams



Theft of money or property by family members, caregivers, or in-home helpers



Lottery and sweepstakes scams

15

Examples of Elder Financial Exploitation (Cont.)



Grandparent/
Imposter scams



Tax and
debt collection
scams



Charity scams



Telemarketer,
mail offer or
salesperson scams

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Joint Memorandum on Financial Institution and Law Enforcement Efforts to Combat Elder Financial Exploitation

- Issued by the Bureau, FinCEN and Treasury in August 2017
- Highlights key role of financial institutions in detecting, responding to, and preventing elder financial exploitation
 - Filing SARs
 - Reporting to law enforcement and Adult Protective Services

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Joint Memorandum (Cont.)

- Encourages collaboration among financial institutions, law enforcement and Adult Protective Services
- Explains law enforcement use of SARs in elder financial exploitation cases
 - SARs can trigger investigation, support ongoing investigation
 - Explains the restrictions on access and use of SARs
 - Tells law enforcement how to make a SAR-related inquiry

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Fraud Prevention Placemats

- Paper placemats include information to help older adults avoid common financial scams.
- Placemats can be used at group meal sites, or by community or faith-based organizations, financial institutions, and other groups in a variety of ways.
- Check out the companion resource with tips and information to reinforce the messages on the placemats.
- Placemats are free to download or order in bulk.



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Companion toolkit



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Result of user testing: Game placemats



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Other Bureau Initiatives and Tools

- **Protecting Residents from Financial Exploitation: A Manual for Assisted Living and Nursing Facilities**
- **Financial Institutions Advisory on Preventing and Responding to Elder Financial Exploitation**
- **Planning for Diminished Capacity and Illness**
- **Complaint process**

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Bureau Resources

- Visit us: consumerfinance.gov/olderamericans
 - Join our mailing list for news and updates on resources
 - Order materials in bulk
 - Contact us olderamericans@cfpb.gov

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PANEL

Tools and Resources to Combat and Report Elder Financial Exploitation

PRESENTATION

The National Center on Elder Abuse

PRESENTER

Julie Schoen



NCEA GOAL STATEMENT

To improve the national response to elder abuse, neglect, and exploitation by

- a) gathering, housing, and disseminating current information,
- b) stimulating and identifying new approaches, and
- c) detecting and addressing gaps in the field

We will be the entity others look to when they need state-of-the-art information and we will push the field forward



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1

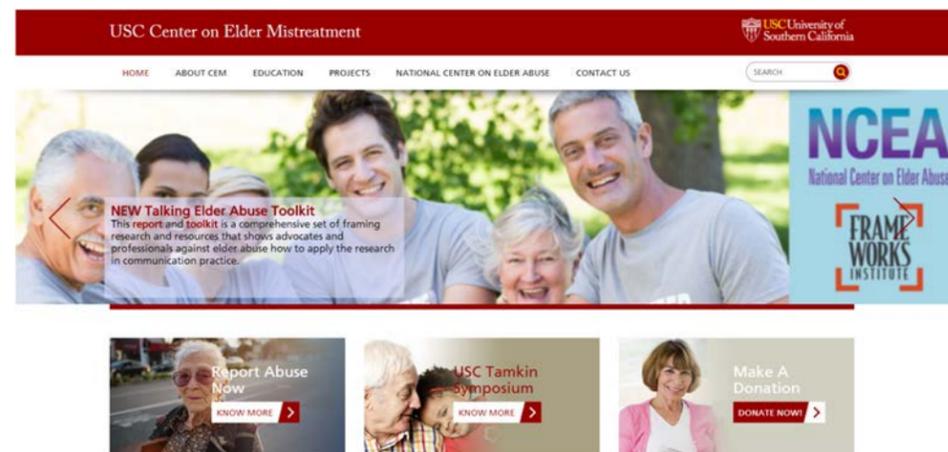
NCEA ACL WEBSITE



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2

USC CENTER ON ELDER MISTREATMENT



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3

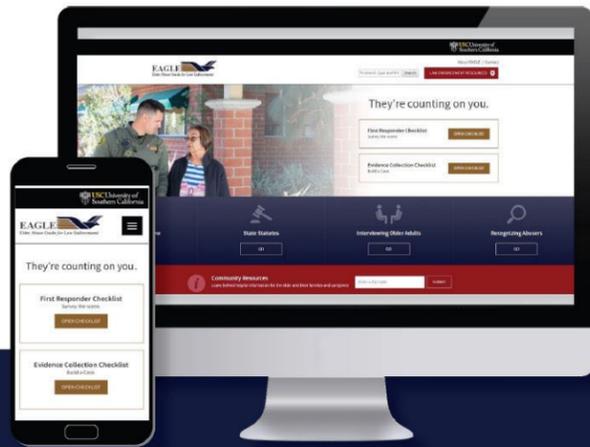
TRAINING RESOURCES ON ELDER ABUSE (TREA)



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Medicine of USC

4

The *EAGLE* has landed!



Elder Abuse Guide for Law Enforcement

Designed to support Law Enforcement officers in quickly identifying, intervening, and resolving elder abuse situations

- ✓ Tools to assist in documenting a case for prosecution
- ✓ ZIP code-based community resources locator
- ✓ State-by-state penal codes relating to elder abuse

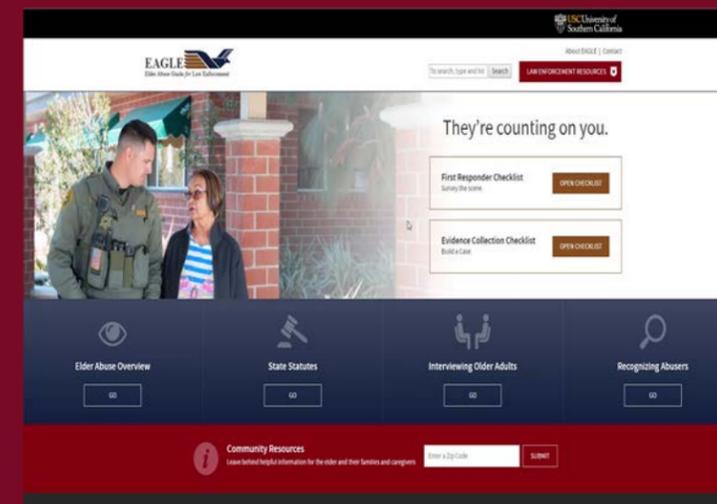
Contact Us

 eaglehelp@usc.edu

 eagle.trea.usc.edu



5



eagle.trea.usc.edu

6

CONNECT WITH US ON SOCIAL MEDIA



[@NationalCenteronElderAbuse](https://www.facebook.com/NationalCenteronElderAbuse)



[@NCEAatUSC](https://twitter.com/NCEAatUSC)



[storify.com/NCEAatUSC](https://www.storify.com/NCEAatUSC)



gero.usc.edu/cda_blog/

NCEA [e-Newsletter](#) and [NIH Elder Abuse Listserv](#)
e-mail ncea-info@aoa.hhs.gov to join

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CONNECT WITH NCEA

National Center on Elder Abuse

1-855-500-3537 (ELDR)

ncea-info@aoa.hhs.gov

NCEA, ACL Website:

<https://ncea.acl.gov/>

NCEA, USC Center on Elder Mistreatment Website:

<http://eldermistreatment.usc.edu/>

Training Resources on Elder Abuse (TREA):

www.trea.usc.edu



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NCEA
National Center on Elder Abuse

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PANEL

Tools and Resources to Combat and Report Elder Financial Exploitation

PRESENTATION

Tools to Combat Financial Exploitation

PRESENTER

Andy Mao





Tools to Combat Financial Exploitation

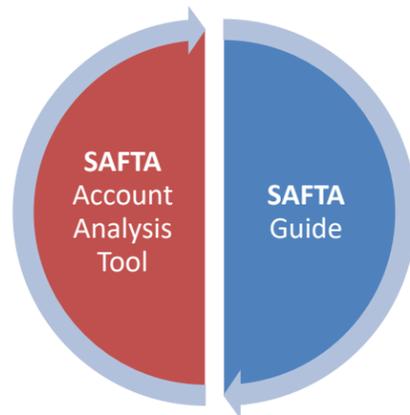
NOVEMBER 15, 2018

DEPARTMENT OF JUSTICE
ElderJustice
INITIATIVE



Senior Abuse Forensic Tracking and Accounting (SAFTA) Toolkit

IACP SAFTA TOOLKIT



SAFTA TOOLKIT GUIDE



Gathering Financial Records

- ❑ Financial records are the most important piece of any financial exploitation investigations. Investigators should first try to obtain in a consent search and then subpoena account information from the alleged victim's bank or credit unions where they maintain a checking and/or savings account. For best results, consider requesting:
 - ❑ Monthly statements for any and all accounts held individually and jointly by the alleged victim (for a two year period?)
 - ❑ Supporting records for each account, including:
 - Signature cards and account opening records
 - Deposit items
 - Cancelled checks (front and back)
 - Withdrawal slips
 - Wire transfer details
 - Teller notes
 - {POWER OF ATTORNEY?}
 - ❑ Loans, line of credit, and/or credit card statements and documents
 - ❑ Credit Reports(s)

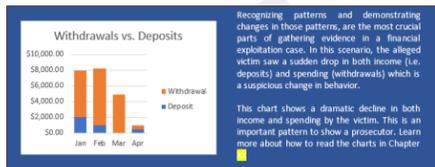
SAFTA TOOLKIT GUIDE



Analyzing Bank Statements — Follow the Money!

Once you have received the bank statements and supporting records from the financial institution, the real investigation begins, and you're ready to enter data! An editable Bank Statement Analysis template is available for download on the SAFTA site, and this section of the Guide will walk you through the data entry and analysis process. Copy and paste the following link in your internet browser, and download the Microsoft Excel file:

Microsoft Excel is a powerful tool for analyzing financial data. The [Draft SAFTA Tool] Bank Statement Analysis template is a Microsoft Excel workbook that allows users to sort, filter, and summarize transactions from a victim's bank statements, by date, category, or other important characteristics, so that patterns are more easily observable.



SAFTA ACCOUNT ANALYSIS TOOL LOGIN

OPEN THE FILE

ENTER CREDENTIALS

Remember to click:

- Edit Document
- Enable Content

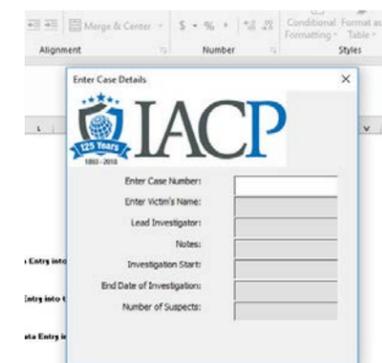


WELCOME TAB

- Suspect and Victim Data Entry
- Enter Bank Account Information
- Enter Monthly Bank Statement Summary Data
- Enter Transaction Data
- Populate Dashboard

- Nine buttons to help navigate workbook
- Six key buttons are **Enter Case Details** through **Populate Dashboard**
- Other buttons:
 - **Show Case Details** – expands workbook to show all tabs.
 - **Navigate to Admin Tab** – helps users customize administrative items like access to the workbook, specific fields that appear in popup menus, etc.
 - **Clear Data and Start New Workbook** – returns workbook to template form.

ENTER CASE DETAILS



- Case Number
- Victim's Name
- Lead Investigator
- Notes
- Investigation Start
- End Date of Investigation
- Number of Suspects
- Further Customization

ENTER BANK ACCOUNT INFORMATION

- Account Number
Bank Institution
Account Type
Account Owners
Owner Type
- Victim
 - Suspect
 - Both
 - Unknown
 - Other

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ENTER MONTHLY BANK STATEMENT SUMMARY DATA

Enter summary data from the face of bank statements:

- Statement Date
- Beginning Balance
- Deposits
- Transfers In
- ATM Withdrawals
- Checks
- Debit Card Purchases
- Transfers Out
- Other Withdrawals
- Ending Balance

Automatically populates Statement Summary Tab

10

STATEMENT SUMMARY TAB

Statement Date	Beginning Balance	Deposits	Transfers In	ATM Withdrawals	Checks	Debit Card
1/13/2011	\$11,657.94	\$3,730.00	0	\$800.00	\$3,017.44	
2/13/2011	11,570.50	3,730.00	0	800	2,922.92	
3/13/2011	11,577.58	3,730.00	0	600	2,270.40	
4/13/2011	12,242.99	3,730.00	0	1,200.00	2,654.50	
5/15/2011	11,932.08	3,730.00	0	800	2,774.07	
6/13/2011	12,088.01	3,730.00	0	1,000.00	2,415.35	
7/13/2011	12,270.14	3,730.00	0	1,020.00	3,322.49	
8/14/2011	11,657.65	3,730.00	0	820	6,841.20	
9/13/2011	7,656.66	3,730.00	0	220	2,152.71	
10/13/2011	8,979.47	3,730.00	0	1,020.00	2,800.80	
11/13/2011	8,888.67	3,730.00	0	600	1,472.71	
12/13/2011	10,465.31	3,730.00	0	1,400.00	2,472.81	
1/13/2012	10,149.41	3,878.00	0	1,400.00	1,108.05	
2/13/2012	11,378.68	3,878.00	0	1,400.00	3,315.80	
3/13/2012	10,489.32	3,878.00	0	1,000.00	3,435.94	
4/13/2012	9,741.58	3,878.00	0	1,200.00	2,403.51	
5/11/2012	10,016.07	3,878.00	0	1,000.00	1,611.23	
6/13/2012	11,182.92	5,663.00	0	1,600.00	3,959.75	
7/15/2012	11,234.83	3,663.00	0	1,000.00	2,452.95	
8/13/2012	11,444.88	3,663.00	0	1,200.00	2,044.59	
9/13/2012	11,863.29	3,663.00	0	1,000.00	2,436.56	
10/12/2012	12,052.40	3,663.00	0	1,000.00	3,131.60	
11/13/2012	11,558.12	3,663.00	0	1,000.00	3,672.48	
12/13/2012	10,510.36	3,663.00	0	800	2,255.54	

- Highlight areas of concern
- Make notes on important facts or changes in patterns
- Future version to have built in analytics

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ENTER TRANSACTION DATA

Records important elements of bank statement data for detailed analysis:

- Statement Date
- Transaction Date
- Deposit or Withdrawal
- Transaction Type
- Check No.
- Payor/Payee
- Amount

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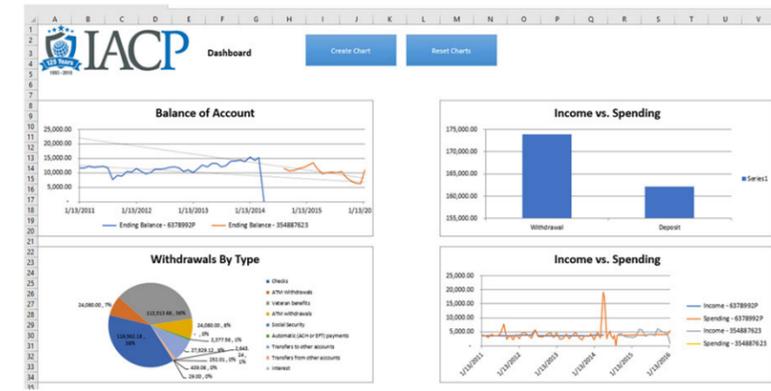
ENTER TRANSACTION DATA (CONT.)

Allows for the recording of additional data for analysis:

- Location
- Memo
- Signature
- Endorsement
- Bank Stamp

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POPULATE DASHBOARD

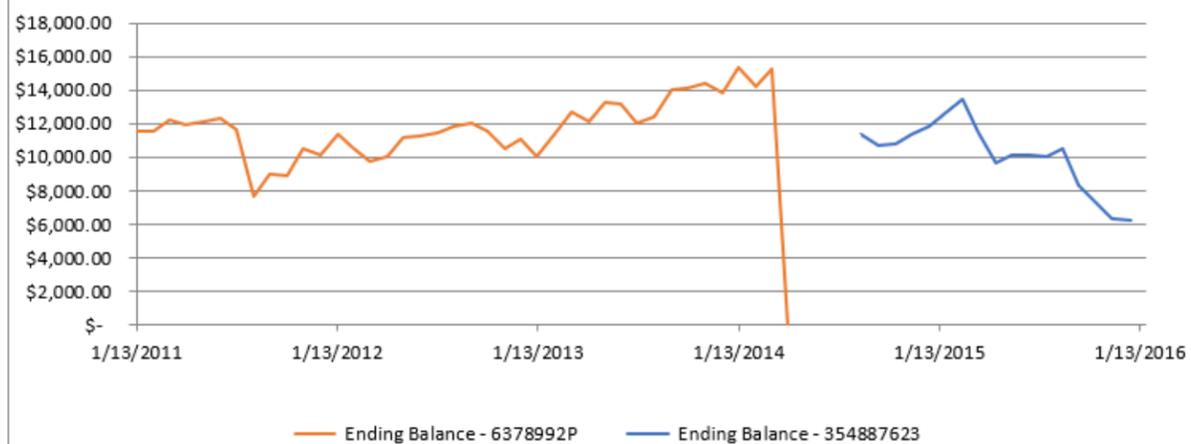


Series of charts and graphs automatically generated from data

- Line graph
 - Bar graph
 - Pie chart
- Customizable

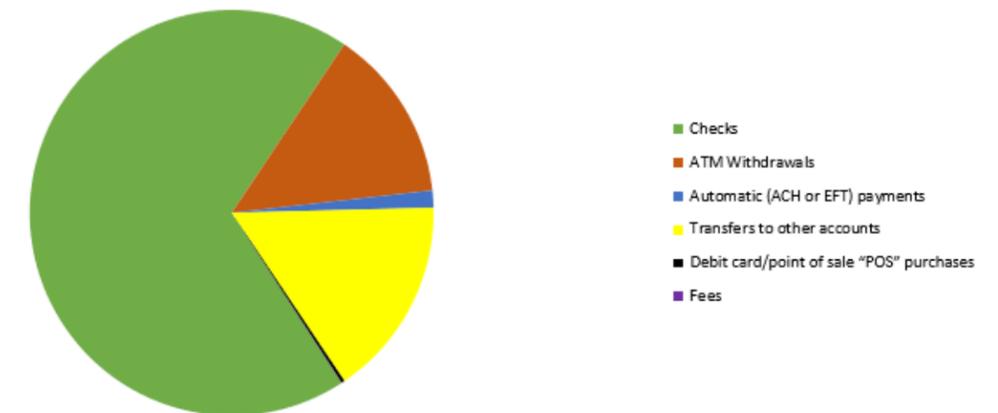
14

Balance of Account

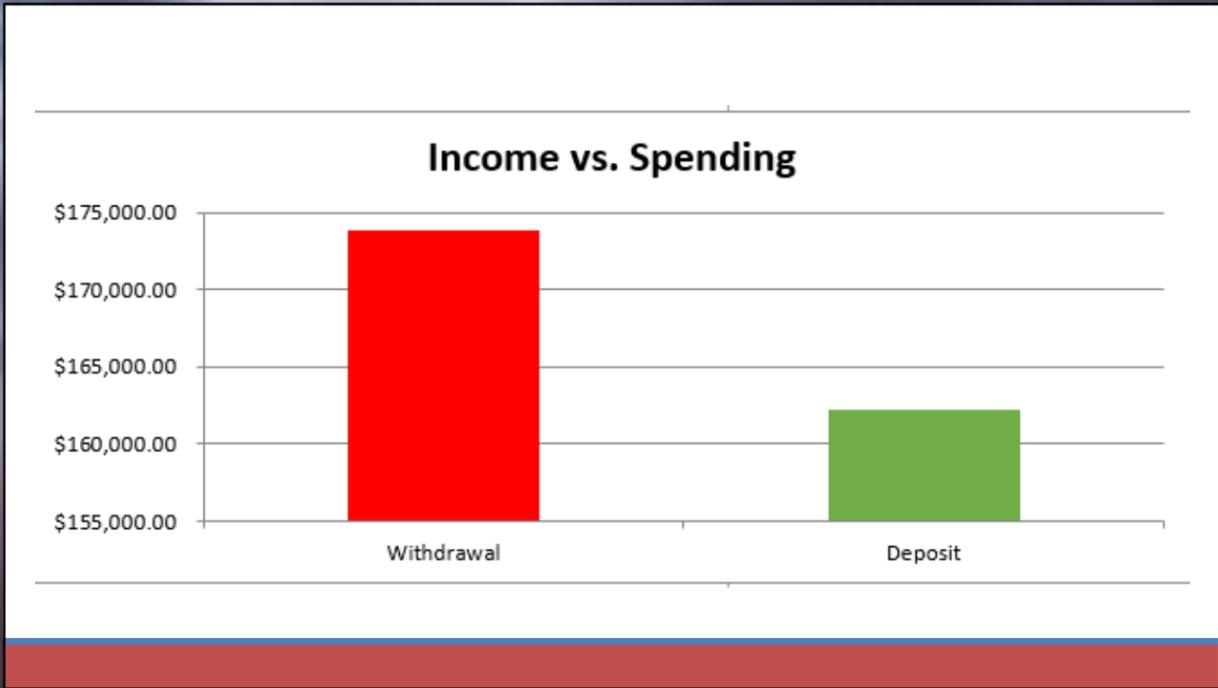


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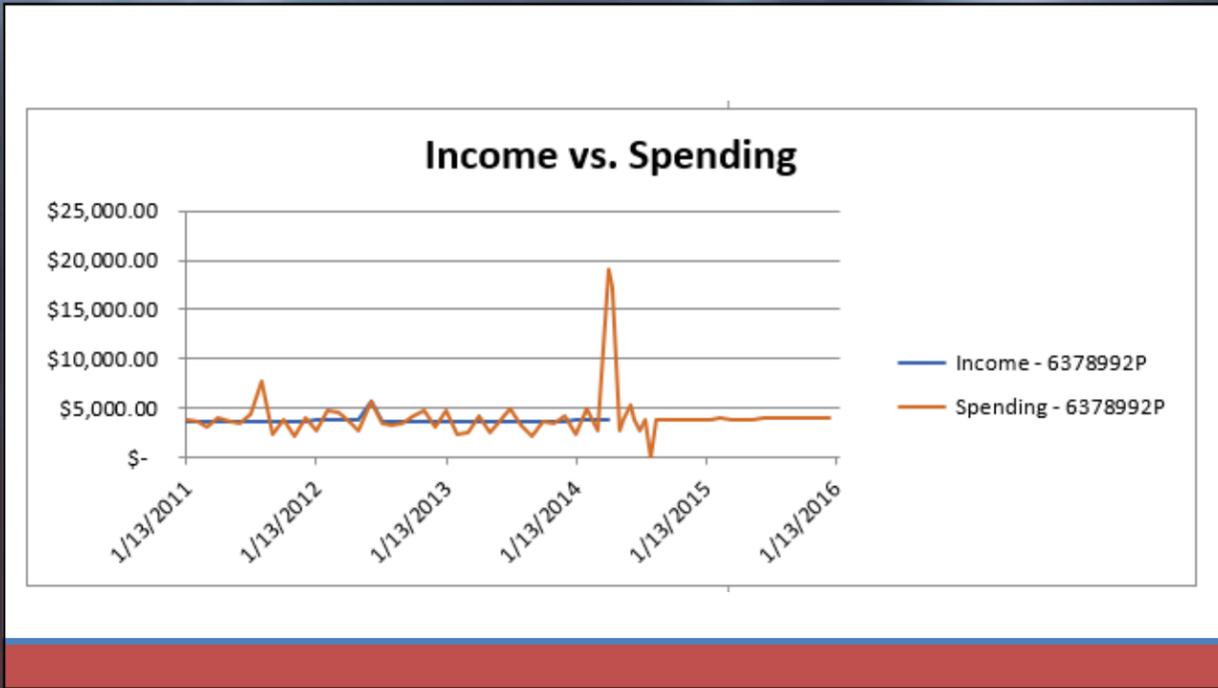
Withdrawals By Type



16



17



18

PIVOT TABLE TAB

- Organizes and sums data chronologically
- Allows for fast, easy analysis of account activity
- Slicers

Row Labels	1/13/2011	2/13/2011	3/13/2011	4
Deposit				
ATM Withdrawals				
Social Security		1057	1057	1057
Transfers from other accounts				
Veteran benefits			2673	2673
Interest				
Deposit Total		1057	3730	3730
Withdrawal				
ATM Withdrawals		400	800	600
Automatic (ACH or EFT) payments				194.19
Checks		1763.48	2922.92	2270.4
Social Security				
Transfers to other accounts				
Debit card/point of sale "POS" purchases				
Fees				
Withdrawal Total		2163.48	3722.92	3064.59

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PIVOT TABLE SLICERS: ATM USE BEFORE SUSPECT'S INVOLVEMENT

Row Labels	1/13/2011	2/13/2011	3/13/2011	4/13/2011	5/15/2011	6/13/2011	7/13/2011	8/14/2011	9/13/2011	10/13/2011	11/13/2011	12/13/2011	1/13/2012	Grand Total
Withdrawal														
ATM Withdrawals														
14 Bills Dr.								200						200
2001 Canal St.	400	800	600	1200	800	1000	1020	620	220	1020	600	1400	800	10480
ATM Withdrawals Total	400	800	600	1200	800	1000	1020	820	220	1020	600	1400	800	10680
Withdrawal Total	400	800	600	1200	800	1000	1020	820	220	1020	600	1400	800	10680
Grand Total	400	800	600	1200	800	1000	1020	820	220	1020	600	1400	800	10680

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PIVOT TABLE SLICERS: ATM USE DURING SUSPECT'S INVOLVEMENT

Row Labels	7/15/2012	8/13/2012	9/13/2012	10/12/2012	11/13/2012	12/13/2012	1/11/2013	4/24/2014	12/27/2015	1/24/2016	Grand Total
Sum of Amount											
Deposits											1500
Withdrawals											1500
ATM Withdrawals											
14 Bills Dr.											403.25
156 Floreo Dr.											160
2001 Canal St.											563.25
5 Bills Dr.											5000
18 Bills Dr.											3660
8122 Vermont St.											4400
702 San Vicente Blvd											403.25
286 Bundy Ave.											1342.75
ATM Withdrawals Total											1746
Withdrawal Total											510
Grand Total											283.5
											680
											122
											122
											1306.5
											6758.25
											13804.75
											1306.5
											6758.25
											13804.75
											1306.5
											6758.25
											13804.75

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TO USE OR TEST SAFTA, PLEASE CONTACT:

Joseph Marcus
marcus@theIACP.org

22

National Elder Abuse Online Community

WHAT IS THE NATIONAL ELDER ABUSE COMMUNITY?

An online forum hosted by the California District Attorneys Association on its Sidebars platform, where prosecutors and investigators from across the country can come together and collaborate on issues involving elder abuse prosecution.

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FEATURES OF THE COMMUNITY

Discussions—Participants can choose Real Time or Daily Digest options for notification of new posts to the forum.

Resource Library—A private knowledge-base of best practices with sample documents (briefs, memorandum, points and authorities), policies, articles, manuals, reference guides, meeting minutes, and videos. Items in the library are archived and searchable.

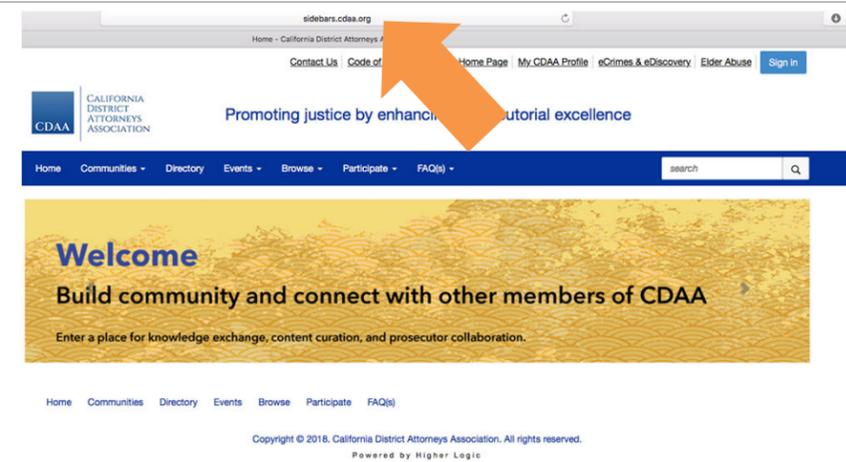
Announcements—Learn about upcoming events and meetings.

Responsive Format—Participants have a positive experience regardless of the Internet browser they use or how they access Communities—from a desktop computer, mobile device, or tablet.

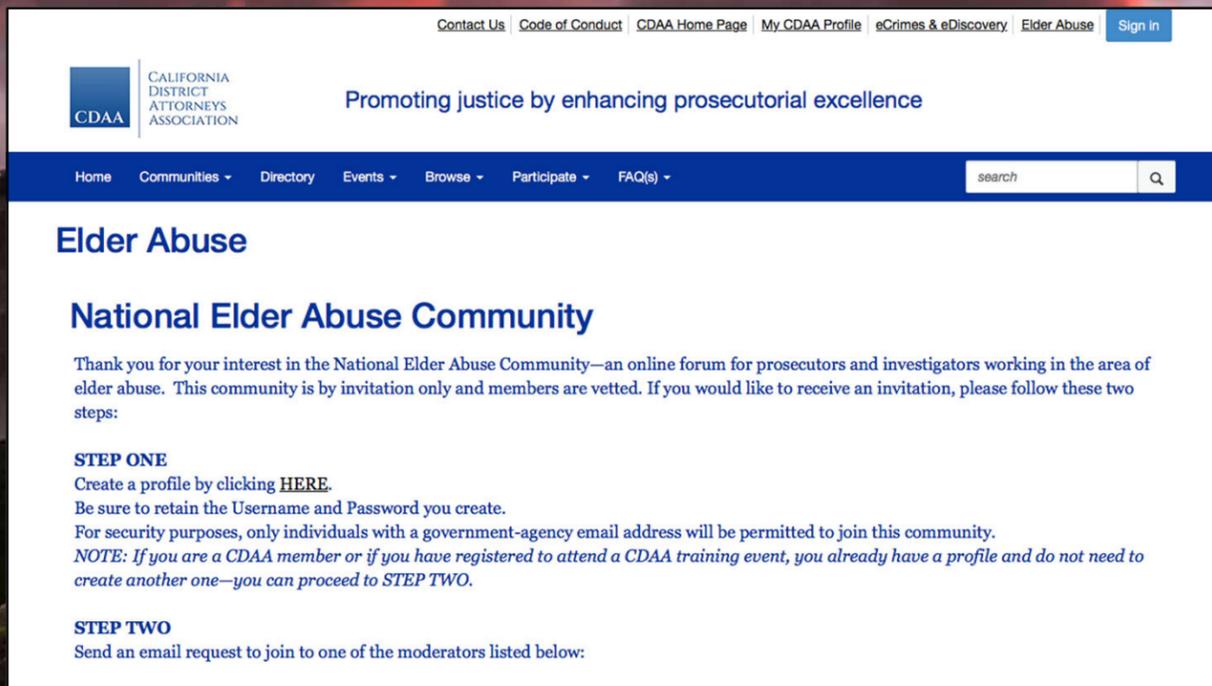
25

WANT TO JOIN?

Go to <http://sidebars.cdaa.org> and click on the "elder Abuse" link at the top right of the page



26



Elder Abuse

National Elder Abuse Community

Thank you for your interest in the National Elder Abuse Community—an online forum for prosecutors and investigators working in the area of elder abuse. This community is by invitation only and members are vetted. If you would like to receive an invitation, please follow these two steps:

STEP ONE
Create a profile by clicking [HERE](#).
Be sure to retain the Username and Password you create.
For security purposes, only individuals with a government-agency email address will be permitted to join this community.
NOTE: If you are a CDAА member or if you have registered to attend a CDAА training event, you already have a profile and do not need to create another one—you can proceed to STEP TWO.

STEP TWO
Send an email request to join to one of the moderators listed below:

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WELCOME TO THE COMMUNITY!



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The Path Forward

This panel previewed future opportunities and initiatives.

MODERATOR

Marc Krickbaum*, United States Attorney for the Southern District of Iowa

PANELISTS

Nancy A. Berryhill*, Acting Commissioner, Social Security Administration

Darlene Hutchinson, Director, Office for Victims of Crime, Office of Justice Programs, Department of Justice

Deborah Cox Roush*, Director, Senior Corps, Corporation for National and Community Service

** No presentation*



PANEL

The Path Forward

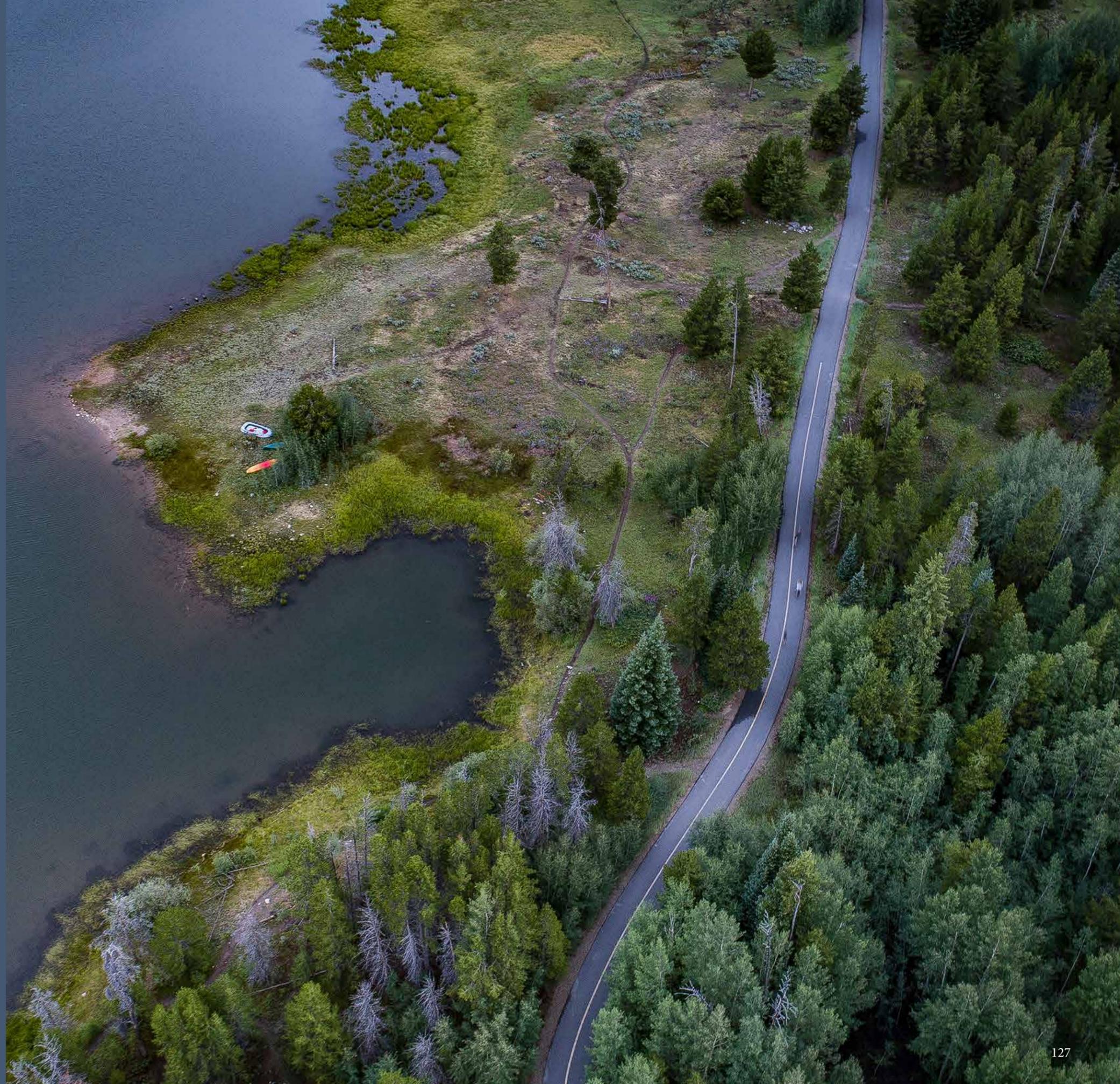
PRESENTATION

The Path Forward

PRESENTER

Darlene Hutchinson

Darlene.L.Hutchinson@
ojp.usdoj.gov



History & the Crime Victims Fund (CVF)



- In 1982, President Reagan established the President's Task Force on Victims of Crime, to assess the treatment of crime victims throughout the nation. The Task Force concluded:

“The innocent victims of crime have been overlooked, their pleas for justice have gone unheeded, and their wounds — personal, emotional, and financial — have gone unattended.”
- The Task Force offered 68 recommendations, resulting in:
 - The Victims of Crime Act (VOCA) in 1984, which established the Crime Victims Fund.
 - An 1988 amendment to VOCA created the Office for Victims of Crime (OVC).

Crime Victims Fund - An Overview



- OVC administers the Crime Victims Fund, a significant source of support for victim services throughout the United States.
- The Fund does NOT rely on tax dollars.** It consists primarily of fines from convicted federal offenders.
- Each year, Congress allocates an amount from the Crime Victims Fund for OVC to administer. In FY 2018, Congress set the “appropriations cap” at **\$4.436 BILLION**, the highest amount ever!
- Each year, OVC’s appropriations cap also covers the expense for victim-witness coordinators in 94 U.S. Attorney’s Offices, plus FBI Branch Offices nationwide, as well as the victims’ units at the Washington DC headquarters for EOUSA and FBI.

OVC Supports States, Territories & Tribes



- State Victim Compensation Program:** Provides financial assistance and reimbursement to victims for crime-related expenses, including medical and dental care, counseling, funeral and burial expenses, travel, and lost income.
- State Victim Assistance Program:** Supports thousands of non-profit and system-based programs nationwide that provide direct services to survivors, including crisis counseling, information and referrals, criminal justice support and advocacy, shelter, therapy, and additional assistance.
- In FY 2018, OVC’s Funding to States:** Totaled **\$3.4 BILLION** – including **\$128 million for victim compensation programs** and **\$3.328 BILLION in victim assistance**, plus \$101 million to tribes.

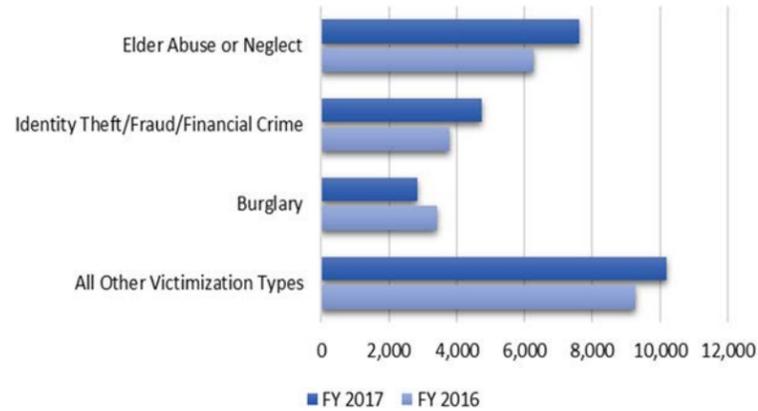
Victim Compensation for Elder Abuse



Applications Paid Related to Elder Abuse			
	FY 2016		FY 2017
Pennsylvania:	812	Pennsylvania:	663
New York:	48	New York:	71
Connecticut:	15	Colorado:	36
Massachusetts:	9	District of Columbia:	29
South Carolina:	9	Iowa:	24
District of Columbia:	6	California:	18

Top 6 States Each Year

Victim Assistance for Elder Abuse



*Assistance
Through
OVC-Funded
Programs*

VOCA-Funded Elder Abuse Programs



VOCA-Funded Elder Abuse Programs
October 12, 2017

In the last two years, Congress significantly raised the financial cap on Victims of Crime Act (VOCA) funding, quadrupling Fiscal Year 2016 funding that is available to states to support victim services. In addition, the new VOCA Formula Victim Assistance Rule—finalized in August 2016—clarified and expanded states' allowable uses of VOCA victim assistance funding. With this tremendous increase in funding and the new rule that clarifies and expands how states may expend the funding, states are looking to support all victims, including victims of elder abuse.

Below are examples of VOCA-funded elder abuse programs and the VOCA offices that funded them. Visit OVC's [elder abuse/mistreatment page](#) for more information on this topic.

State	VOCA-Funded Elder Abuse Program	VOCA Administrator
Alabama	Elderly and Disabled Adult Victim Services (EDAVS) provides direct short-term services to elderly and disabled victims of abuse, neglect, or exploitation. The project provides short-term in-home sitter or homemaker services to ensure victims' safety and avoid unnecessary out-of-home placement and short-term placement funding for adults requiring emergency out-of-home.	EDAVS is funded by the Alabama Department of Economic and Community Affairs. Contact VOCA Administrator Derek Yarbrough, at 334-353-3252 or derek.yarbrough@adeca.alabama.gov for more information.

*Check out
our website
www.ovc.gov
for ideas
and great
resources!*

VOCA-Funded Elder Abuse Programs



- **Alabama** <<< **An Example**
 - Elderly and Disabled Adult Victim Services (EDAVS) provides short-term services to elderly and disabled victims of abuse, neglect, and exploitation.
 - Provides in-home sitter or homemaker services to ensure victims' safety and avoid unnecessary out-of-home placement. Or in an emergency, EDAVS funds short-term out-of-home placement (to a nursing home, assisted living, etc.).
 - Funded through Alabama Department of Economic & Community Affairs (OVC's State Administering Agency for VOCA funding).

VOCA-Funded Elder Abuse Programs



- **Pennsylvania** <<< **An Example**
 - The SeniorLAW Center provides civil legal services, direct individual representation, and community education on a variety of topics to low-income Philadelphia residents who are 60 and over.
 - The Center also provides information and referral services and advice via a statewide SeniorLAW Helpline.
 - The SeniorLAW Center is funded through the Pennsylvania Commission on Crime and Delinquency (OVC's State Administering Agency for VOCA funding).

VOCA-Funded Elder Abuse Programs



- **Tennessee** <<< **An Example**
 - The Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA) program provides victim advocates who will seamlessly locate, coordinate and ensure the provision of victim-centered direct services (and referrals to various resources) for older and vulnerable adults who are victims of crime.
 - CREVAA is funded through the Tennessee Office of Criminal Justice Programs (OVC's State Administering Agency for VOCA funding).

Resource Map of Victim Services & Information



- State victim compensation and assistance programs
- Victim assistance online directory
- Information on reporting crime victims' rights violations
- Victims' rights legal provisions
- Conferences and events
- Statistics
- Statewide performance reports

<https://www.ovc.gov/map.html>



Addressing Elder Financial Exploitation



- In FY 2018, OVC asked for “field-generated innovations” and awarded **\$3 million to fund six projects** in Illinois, Michigan, New York and Virginia.
- Each grantee will **enhance services to senior victims of financial exploitation** based on the needs of their community.
- Innovative **collaborations with the financial industry** can detect fraud and respond to victims with trauma-informed, age-appropriate services and resources.

OVC's Proposed Programs for FY 2019



- OVC seeks to “Transform Our Response to Elder Abuse,” funding nearly \$18 million in projects to assist up to 60 communities. Areas of focus may include:
 - Expand Multi-Disciplinary Teams to ensure effective collaboration while minimizing trauma to victims and restoring safety.
 - Direct Civil Legal Services for Senior Victims, placing approximately 40 attorneys throughout the U.S.
 - Enhance technology to connect elderly victims to resources.
- Plus, OVC will prioritize needs assessments related to complex issues affecting older crime victims (such as transitional housing) and other gaps in services, particularly in rural and tribal areas.

